

# INVITATION TO TENDER

## BAY 20 COMMUNITY SPACE



**Bay 20, 71 St Mark's Road, London, W10 6JG**

**[www.bay20.org](http://www.bay20.org)**

**Issued September 2019**

## 1. Introduction

This document contains information about a unique and exciting opportunity to tender for the operation of a new community space, Bay 20 in North Kensington, and sets out how interested community groups/organisations can apply.

Bay 20 is the community space on St Marks Road, which opened in October 2018 and was built by BBC DIY SOS in response to the Grenfell Tower fire alongside a new home for Dale Youth Boxing Club. The community space provides affordable and accessible space for local residents and community groups to use. It comprises three meeting rooms, one large community space and a downstairs communal area with kitchen facilities.

Bay 20 is on land managed by Westway Trust, who are currently managing the space. In response to feedback from the community about the long-term operation of the space and the importance of Bay 20 as a community resource, Westway Trust established a community-led steering group to oversee the process of selecting a Community Operator for Bay 20 and to ensure it delivers ongoing community benefit.

The steering group will ensure the Community Operator gives best value and adheres to best practice. Once selected, the steering group will work alongside the chosen Community Operator to ensure Bay 20 is a vibrant space delivering long-term benefit to the local community and will provide information, advice, scrutiny and influence around the delivery of the Bay 20 operational principles. The steering group has 12 members – 8 North Kensington residents, 2 Local Ward Councillors and 2 Community Group Representatives from North Kensington.

Applications are now being sought from organisations to operate Bay 20 community space to provide a vibrant, welcoming space for the North Kensington community. This is a great opportunity for an organisation embedded in the North Kensington community to provide a warm welcoming space for the community. The space is currently used by a wide range of community groups and individuals for meetings, training, socialising, celebrations and education purposes. It is used as a drop-in space for local people to meet or to sit and chat.

Westway Trust and the Bay 20 Steering Group are seeking a Community Operator who is able to maximise use of the premises and encourage community use and positive community engagement. The tender will be open to new and established groups. Preference will be given to applicants who can demonstrate local connections and an understanding of the local community's needs.

All applicants should complete the response document setting out how they propose to operate the space in line with the operating principles and how they will engage with the community.

An operating grant will be available for operators who can demonstrate deep engagement with the operating principles and success in attracting targeted user groups.

The Community Operator should not be established or conducted for private gain; any profits or assets should be used essentially for the benefit of the North Kensington Community.

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## 2. Key Dates for Tender Process:

- Publication of Tender Opportunity – **1<sup>st</sup> September 2019**
- Visits to the site: by appointment only – **2<sup>nd</sup> September to 9<sup>th</sup> October 2019**
- Closing date for submissions – **15<sup>th</sup> October 2019 at 5pm**
- Short-listed provider panel interviews and presentations: **w/c 28<sup>st</sup> October 2019**
- Provisional selection made: tbc
- Final discussions on Service Agreement with Service Provider and agreement on start date: tbc
- Full operation start date: tbc

Applications received after the closing date for submissions will not be considered.

All site visits to be booked in with Gary Thomas or Marie Monaghan, Westway Trust

Tel: 020 8962 5720

## 3. Operating Principles of Bay 20

We are seeking a Community Operator who will ensure:

- Bay 20 is a welcoming, positive and supportive environment
- Bay 20 remains affordable and accessible to all
- Bay 20 is available to use 7 days a week
- Bay 20 has a role to play in reducing isolation in the community.
- They are mindful of neighbours and disruption from noise
- The downstairs communal space will provide free tea and coffee as it delivers a valuable service to the community – (this is not to say that it cannot be booked out)
- They can demonstrate their knowledge of the local area and local context
- All staff are paid a minimum of London Living Wage

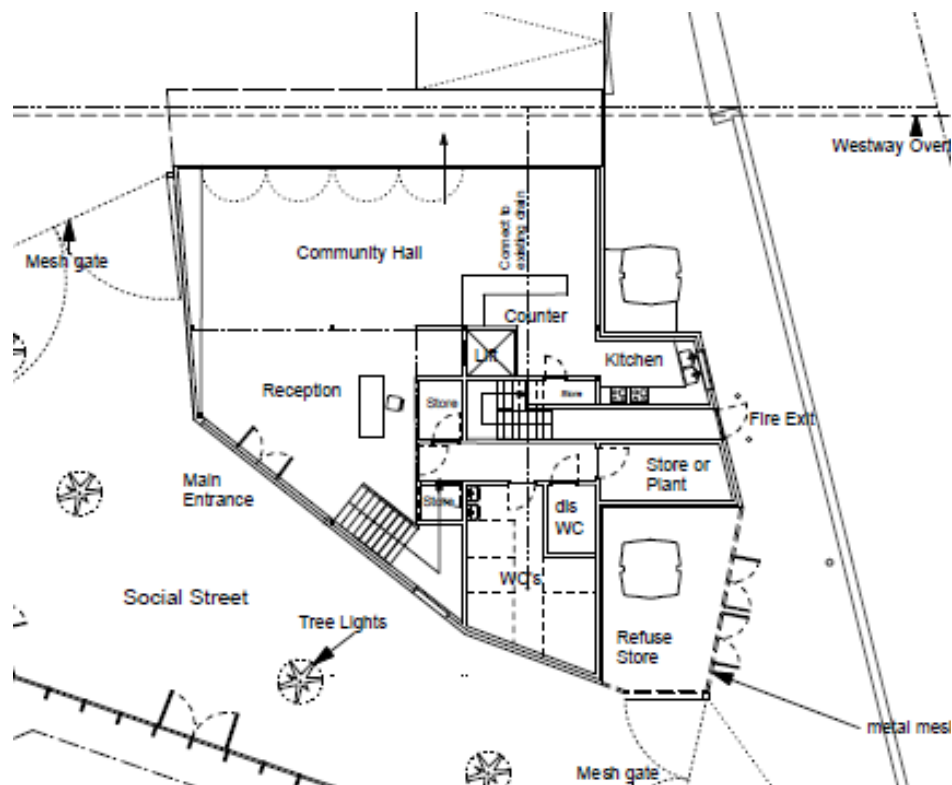
#### 4. Overview of Bay 20

Bay 20 consists of three meeting rooms and a large room upstairs and a communal space with kitchen facilities downstairs. See <https://www.bay20.org/> for details of the space.

The size and capacity of the rooms are as follows:

Room	Dimensions	Capacity
1	4.1m x 3.7m	8 people seated
2	2.6m x 2m	2 people seated
3	3.8m x 3m	6 people seated
4a + b	12.5m x 6.5m	40-60 people depending on layout

There is no onsite parking but vehicular access for deliveries is permitted via the main gate accessed from St Mark's Road.

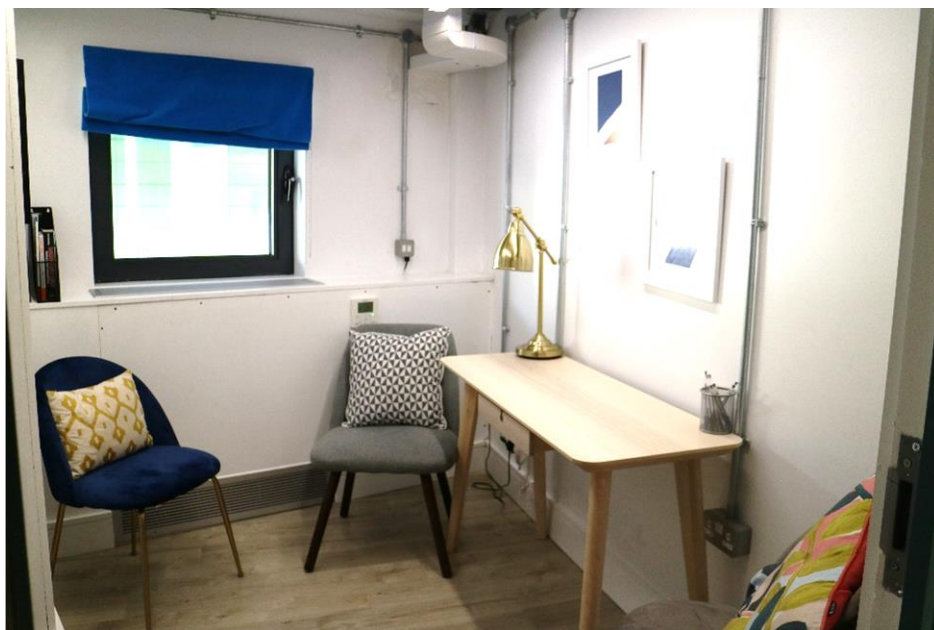


Bay 20 Ground Floor Plan





Room 4a + b)



Meeting Room 2

## 5. Hours of Operation

The premises should be available for use every weekday, and at weekends. The permitted opening times as directed by the planning conditions are:

- 8am – 10pm Monday to Saturday
- 8am – 8pm Sunday or Public Holidays

One of the planning conditions states that no music, musical instruments, or loudspeakers shall be played or used within the premises so as to be heard outside the premises.

## 6. Current Use and Income Generation

Westway Trust is currently managing Bay 20. It is not being actively promoted and most bookings come through referrals and word of mouth. Bay 20 opened on October 1<sup>st</sup> 2018. The monthly income with hours of usage are detailed below:

Month	Income	Hours of usage	% of Total Hours available
October	£230.00	117	6%
November	£1,775.00	311	16%
December	£1,655.00	371	19%
January	£2,185.00	222	12%
February	£2,229.00	351	18%
March	£3,394.25	468	24%
April	£2,660.00	547	28%
May	£3,839.50	612	32%
June	£3,212.50	732	38%
July	£2,967.50	496	26%

\*Total number of hours available for hire per month = 1920

	Mon-Sat	Sun	Total
Room 1	84	12	96
Room 2	84	12	96
Room 3	84	12	96
4a	84	12	96
4b	84	12	96
<b>Hours</b>	<b>420</b>	<b>60</b>	<b>480</b>

\*Total number of bookable hours per week

### *Indicative Pricing Structure*

	Residents	Community Group <5 Paid Staff	Community Group >5 Paid Staff	Statutory	Commercial
Room 1	£10	£10	£15	£25	£25
Room 2	£7.50	£7.50	£10	£20	£20
Room 3	£10	£10	£15	£25	£25
Room 4*	£25	£25	£30	£60	£60
4a	£10	£10	£15	£25	£25
4b	£20	£20	£25	£50	£50

## 7. Relationship between Bay 20 Steering Group and Community Operator

The Bay 20 Steering Group will oversee the operational activity of Bay 20 including service delivery, finance and performance against the outputs/targets agreed by the Steering Group. The Steering Group will work with the appointed Community Operator of Bay 20 to make sure the space is accessible, inclusive and is utilised by all communities. The Steering Group will be responsible for monitoring the Community Operator's performance against:

- Agreed KPI's
- Delivery of the overarching principles
- Demonstrating community benefit delivered from the space

The Steering Group will also:

- Give input on issues concerning the progress of Bay 20 Community Space
- Provide insight on concerns related to the budget, marketing and hiring
- Determine what outcomes need to be realised
- Help develop policies and procedures relevant to Bay 20 Community Space operation
- Identify potential risks and monitor/reduce them as required
- Encourage and strengthen links between the Community Operator and other relevant North Kensington communities
- Monitor the progress of the Bay 20 Community Space against its outcomes, and to keep these outcomes, the implementation and the overall development plan under review
- Act as a sounding board for Community Operator

A representative of the Community Operator will need to attend the monthly Steering Group meeting to provide an update on activity. Each quarter the Community Operator will be asked to submit a monitoring report to the Steering Group providing detailed activity as well as an accompanying narrative.

## 8. Pre Agreed Usage

There are a number of groups who have access to Bay 20 Community Space free of charge as agreed with the Steering Group and in the spirit of the building and they are:

- West London Moroccan Widadia – 5pm-7pm Monday, Tuesday & Wednesday (Term Time)
- Dominos Club - 5 ½ per week (Sunday)
- Lancaster West Residents (TBA)

## 9. Lease Terms (Subject to Contract, Subject to Westway Trust Approval)

### a. Term

5 year Service Level Agreement with a mutual break clause at any time after 2 years with 4 months written notice with annual review points.

### b. Subsidy

The subsidy will be £37,000 per annum in accordance with the provisions of the Service Level Agreement. This is to ensure Bay 20 remains an affordable and accessible community space.

### c. Rates

We have applied for mandatory rates relief and the Community Operator may be eligible for discretionary rates relief

### d. VAT

VAT is chargeable on room hire. It is anticipated the income generated by the Community Operator will mean they should be/will in future need to register for VAT.

### e. Upkeep



The Community Operator will be responsible for keeping the premises in good repair and condition throughout the term. Westway Trust will be responsible for major repairs and maintenance of the building. There is a maintenance schedule attached (Appendix 1) which shows what Westway Trust will be responsible for, and what the Community Operator will be responsible for. Westway Trust will be responsible for the upkeep of Maxilla Gardens and the Social Street outside Bay 20

**f. Assignment and Subletting**

The Community Operator will not be permitted to assign or sublet or share or charge whole or part of the premises

**g. Refuse**

The Community Operator will be required to enter into a trade agreement for the disposal of refuse from the premises

**h. Insurance**

Westway Trust will insure and pay the premium for the building insurance. The Community Operator's must provide content insurance and will be required to put in place third party and public liability insurance.

**i. Indemnity**

The Community Operator to indemnify and keep indemnified Westway Trust against any claim arising out of the Community Operator's use and occupation of Bay 20.

## **10. Due Diligence – Organisational Standing**

The Community Operator must be an incorporated body. If they are a new organisation, they must be incorporated by the time the Service Level Agreement is signed.

New Organisations will be required to provide:

- Documents of Incorporation
- Three References
- 5 year income and expenditure model
- Credit Check

Established Organisations will be required to provide:

- 3 years accounts
- Two References
- 5 year income and expenditure model
- Credit Check

## **11. Key Performance Indicators (KPI's)**

The Community Operator will have to demonstrate the social impact of Bay 20 and its value as a community asset. Regular reporting will be required to the Steering Group on the following KPI's: (This list is not exhaustive and during the discussion on Service Delivery, the Community Operator will need to identify additional KPI's that they will agree to meet).

- Number of unique user groups

- Range of user groups and their target audience
- % of users from North Kensington (5 wards)
- Income generated from room hire
- % room hire against bookable hours
- % free usage against bookable hours
- % users who are satisfied with their experience
- % hrs BAY 20 is open against maximum number of hours

## 12. Appendix 1 – Maintenance Schedule

This is a list of the services and contracts that Westway Trust will be responsible for.

### **Existing Maintenance Contracts**

- Fire alarm system
- Fire extinguisher maintenance
- Sprinkler system
- Maintenance and servicing of drains
- Ductwork cleaning
- Key holding company
- Air conditioning units
- Sanitary waste contract
- Lift Services
- CCTV
- Intruder alarm
- Pest Control

### **Utilities**

- Water
- Electric

### **Cleaning**

- Weekly cleaning of the space
- Window cleaning

### **Statutory Checks**

- Fire risk assessment
- Legionella risk assessment
- H & S Risk assessment (External)