

# Northstowe Community Lounge Working Group

## Terms of reference

### 1. Role/Purpose

The role of Northstowe Community Lounge (CL) led by Northstowe Town Council is to offer a warm and welcoming space for residents of Northstowe and surrounding villages to visit and socialise, breaking down barriers and offering companionship.

CL is somewhere warm where people can go to enjoy the company of others, especially those who are feeling lonely or cannot afford to heat their home particularly during colder months.

### 2. Principles

The key principle for all Community Lounge sessions is that all sessions are free and accessible to everyone in the community, regardless of age\*, gender, ethnicity, disability or any other defining aspect.

In this, it is important that all activities are promoted in advance and at all times with an invitation to everyone in the community and therefore should not be targeted to a specific sub-section of the community only. In this, any activities that have specific religious (or perceived religious) or political (or perceived political) associations should not be delivered as part of the Community Lounge, to ensure at all times that nobody feels excluded from attending.

\*In accordance with NTC safeguarding policies all under 18s must be accompanied by a parent or guardian.

### 3. Term

These Terms of Reference are effective from Jan 2024 until the working group is dissolved.

### 4. Planning Meetings

Meetings will be held every alternate month for 1-hour by arrangement with the working group members. Ad-hoc and informal discussions within the group may take place at the CL or virtually pre-arranged with the working group members. The group can meet anytime, face to face or remotely (e.g., over Zoom, Google meet or Teams) giving 3 days' notice.

Quorum: There is no quorum for CL meetings to take place.

## 5. Governance Structure and responsibilities

A governance structure will be established to oversee the operations of the Community Lounge.

This structure includes:

### **Councillor Lead or Co-lead (where 2 councillors lead together):**

- Responsible for overall management of Community Lounge
- Ensure adequate volunteers are available for each session under their lead.
- Minimum 2 volunteers should be present throughout each session. The session should be cancelled if not enough volunteers available.
- Responsible for nominating a lead each time the Community Lounge is operating.
- The lead doesn't have to be physically present at the Community Lounge sessions but should be available on call to resolve any issues.
- Ensure the safety and well-being of all individuals using the Community Lounge in accordance with NTC policies and Risk Assessments
- Main point of contact for CACRE for communication, with NTC RFO to be the point of contact relating to Finances.
- Responsible to represent council at CACRE meetings and pass information to other working group members and volunteers.
- Secure funding and resources for the Community Lounge in conjunction with NTC RFO
- Negotiate with the Clerk all proposals for new activities at CL. These need to be flagged up with the Town Clerk at the earliest opportunity having discussed with proposer of activity and information collated. Clerk to feed back to the Councillor Lead
- Keep a record of the volunteers and attendees present at each session.
- Lead on producing flyers and advertising on Social Media in liaison with Clerk
- Manage volunteer recruitment and training.
- Report back to Full Council at monthly Full Council meetings

### **Volunteer Lead:** (where Councillors are unavailable to run the session)

- Responsible for management of Community Lounge session in accordance with NTC policy and under the guidance of the councillor lead- where a Councillor is unable to attend a particular session.
- Lead volunteers should have completed relevant training and been briefed in the role.
- Ensure the safety and well-being of all individuals using the Community Lounge in accordance with NTC policies and Risk Assessments

- Ensure adequately trained volunteers are available for each session. Minimum 2 volunteers per session. Liaise with councillor lead and cancel sessions if not enough volunteers available
- Maintain accurate records of services provided and the number of individuals served.
- All activities and ideas have to be shared and agreed with the Councillor lead in writing well in advance for approval process.

### **Trained Volunteers:**

- Responsible for setting up and wrapping up the session.
- Welcome attendees.
- Provide refreshments to the attendees.
- Help run the activities at the Community Lounge.
- Ensure adherence to safeguarding policy and risk assessments at the Community Lounge

### **Reporting**

Regular reports on the Community Lounge activities, outcomes, and challenges will be submitted to the Town Council. These reports will aid in ongoing evaluation and improvement of services.

Regular reporting is also needed for the grant funder (via the Town Clerk); to this end accurate data capturing on e.g., numbers of attendees and numbers of volunteers for each session need to be kept.

### **Communication and Outreach**

Northstowe Town Council template must be used by volunteers to promote any activities run by the Community Lounge.

Volunteers to promote the Community Lounge activities and services especially targeting vulnerable populations and people who may be in need of the services.

Communication channels should include Town Council website and Town Council Facebook page.

Others may include Northstowe News, other social media platforms and community bulletin boards (in all cases to alert the Town Council staff of new promotion taking place, and ensuring they have all materials that need to be distributed via the Council's online accounts).

### **Review and Revision**

These terms of reference will be reviewed at least every six months by the Working Group to ensure relevance and effectiveness.