



Westvale Park Neighbourhood Hall Operator: Specification

February 2025

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1. Neighbourhood Hall

Reigate and Banstead Borough Council (RBBC) is seeking Expressions of Interest from organisations that are interested in operating a new Neighbourhood Hall at the heart of Westvale Park, Horley, through a formal lease arrangement at a peppercorn rent of £1.

Westvale Park is a new community located in the northwest of Horley which, when complete, will include 1,510 homes, a primary school, a neighbourhood centre and a variety of open space. The primary school is operational, and the Neighbourhood Hall is the second community building being delivered at Westvale Park. When complete, it will form part of the neighbourhood centre which commenced construction in late 2024 and has planning permission for eighty homes, retail units, a convenience store, offices, a public house/restaurant, the Neighbourhood Hall, a medical centre and parking.

The Neighbourhood Hall is under construction and is expected to be complete in early 2025. The building and its demise will be transferred into the freehold ownership of the Council following completion and handover.

1.1 Aims and objectives

The Neighbourhood Hall is intended to be a welcoming place for all, at the heart of the Westvale community, that offers spaces for people to come together to enjoy a range of activities throughout the day.

The Neighbourhood Hall has been designed to be a fully accessible, multi-functional space that can accommodate a broad range of events for organisations, community groups and individuals to utilise and hire.

It is envisaged that the Neighbourhood Hall will be run and managed by a not for private profit community or voluntary organisation for the Westvale and Horley community in a financially sustainable manner and that the building will be open for community use throughout the week.

In 2022, the Council engaged with the Westvale community regarding their aspirations for the Neighbourhood Hall. A summary of findings is provided in Appendix 1.

1.2 Overview

The Neighbourhood Hall is situated within the neighbourhood centre in Westvale Park. It has a demise of circa 0.18ha and a building area of 457sqm comprising a main hall on the ground floor together with one large meeting room and two clinical use rooms on the first floor. Other facilities comprise an office, kitchen and WCs.

The main hall is designed to be a flexible multifunctional space that can accommodate a range of activities including sports and physical activity. It measures 18m x 10m with a clear height of 6.1m. The hall has substantial storage space to the rear and is heated via underfloor heating. A shutter from the kitchen opens into the hall to act as a serving hatch.

The first floor is accessed via stairs and a platform lift and hosts a large meeting room, two rooms designed for clinical use and a small waiting area.

Ancillary facilities on the ground floor include an office with two internal windows looking into the main foyer, kitchen, male and female WCs, an accessible toilet, cleaner's cupboard with sink and storage.

The first floor and ground floor ancillary spaces are heated by an air source heat pump.

Externally, the Neighbourhood Hall has a landscaped amenity area laid to grass including a small, fenced area and a car park.

The car park accommodates 13 on-site parking bays including two disabled parking bays and ducting for the future installation of electric vehicle charging points. Three on-street parking bays are also allocated to the Neighbourhood Hall together with a Broxap Wardale Cycle Shelter for six bikes and one mini-bus parking space on-site.

Additional information can be found in Appendix 2, which includes the property demise, Furniture Fixtures and Equipment (FF&E), site plans, and drawings.

1.3 Use of the Neighbourhood Hall

It is anticipated that the Neighbourhood Hall will be open seven days a week and be operational in both the daytime and evenings with the meeting room and hall available for a variety of activities including bookable times during the hours of operation.

The Council has been in on-going dialogue with local organisations regarding use of the Neighbourhood Hall, these include:

- A general practitioner
- RBBC's Democratic Services team
- Surrey Heartlands Integrated Care Board (ICB)

1.3.1 A local General Practitioner

The Council has been liaising with a local General Practitioner regarding their sole use of the two clinical use rooms on the first floor to deliver GP services.

At the time of drafting, it is anticipated that a GP surgery will have a direct lease from the Council for the two first floor clinical use rooms and their own waiting area.

1.3.2 RBBC Democratic Services Team

The Council requires the operator to make the hall available for use as a polling place when elections are called. The requirements are outlined in Appendix 3.

The hall and meeting room will be required on polling days between the hours of 6am and 10:30pm and the costs of hire and reasonable loss of earnings payable to the operator.

A provision for one use of the Neighbourhood Hall as a polling station would be envisaged per annum.

1.3.3 Surrey Heartlands Integrated Care Board (ICB)

The ICB have indicated that they are potentially interested in hiring space for health and well-being services therefore operators should be willing to work with Horley's Primary Care Networks to enable the spaces to be used to deliver services to local people.

1.4 Funding support

The authority is able to offer funding support to the successful operator, if a need is demonstrated. The funding options available for consideration include match funding or the allocation of a commuted sum to contribute to both the initial setup costs and the ongoing maintenance and management expenses over a ten-year period. The authority requests that potential operators assess and outline in their Expression of Interest submission any support they may require for the effective operation of the facility.

1.5 Management and maintenance of facilities – draft responsibilities

Operator responsibilities will be subject to negotiation between the successful organisation and the council; as a guide these are proposed as:

1. Internal repairs and decorations of tenanted demise
2. Cleaning of tenanted demise including interior of windows
3. Repair of plant or equipment service of tenanted demise only
4. Payment of utility costs which will be separately metred in tenanted demise
5. Payment of contribution towards utility costs of common parts
6. Payment of National Non-Domestic (Business) Rates where separately assessed of tenant demise (including share of common parts)
7. Provision of firefighting equipment within the tenanted demise
8. Disposal and removal of all waste relating to the Tenant's business
9. Grounds maintenance of external areas that forms part of demise

A summary of the landlord and tenant responsibilities are shown in Appendix 4.

2. Performance

If successfully selected as part of the Expressions of Interest process, the operator will be asked to produce a 5-year Business Plan which sets out agreed Key Performance Indicators (KPI's). One of the key aims will be to maximise the use of the Neighbourhood Hall to help ensure it is financially sustainable and to provide a diverse range of activities and services for the community. The operator will be expected to keep good quality performance management information related to the neighbourhood Hall and at a minimum to include:

1. Names of users and frequency
2. Time of usage
3. Range of community activities
4. Community demand
5. User feedback, customer satisfaction, compliments and complaints
6. Continuous improvement actions

2.1 Key performance indicators

The operator will be required to develop services at the Neighbourhood Hall based on the following KPI's at agreed levels of performance.

1. Usage of space and facilities (%)
2. Engagement and outreach (newsletters, social media, consultations)
3. Financial sustainability
4. Customer satisfaction
5. Number, types, diversity and frequency of activities

3. Who can apply?

The Council will consider organisations that can meet the criteria outlined below. A key consideration will be the sustainability of the organisation and its capacity to manage and develop the asset for community activities and services.

The organisation ideally is:

- A voluntary and community sector or faith organisation which is a legal entity, or a legally constituted consortia agreement.
- Appropriately constituted (e.g. a registered charity, community interest company or charitable incorporated organisation, a not for profit company, Parish or Town Council etc).
- Have a strong financial background and/or a demonstrable financial plan moving forward.
- Exist for community/social/environmental/economic benefit.
- Be non-profit distributing — it must reinvest any surpluses to further its social aims/ community benefits.
- Have stated community benefit objectives.
- Demonstrate strong governance by operating through open and accountable co-operative processes, with strong monitoring evaluation, performance and financial management systems; or where this is a newly constituted organisation demonstrating a robust governance framework.
- Demonstrate it has the skills and capacity within, or available to, its managing body to effectively deliver services and manage the asset.
- Have a management proposal which includes a specific plan on health and safety issues and compliance with legislation and any statutory requirements arising from transfer of the asset.
- Have a clear purpose and understanding of the activities it wishes to deliver and demonstrate how they will enable and support the community activities and services and not use the building for their own sole use.

The following cannot apply:

- Individuals
- Organisations that operate solely for commercial, political or religious activities.

4. Selection Process

There will be a two-stage selection process:

- Stage 1 – Expression of Interest
- Stage 2 – Invitation to submit 5-year business plan and presentation.

Potential operators will need to complete and issue the 'Westvale Park Neighbourhood Hall Operator: Expression of Interest Questionnaire' and any supporting documents to regeneration@reigate-banstead.gov.uk by midnight on Sunday 9 March 2025.

Expressions of interests will be considered by a panel and reviewed against the scoring criteria detailed below - additional information to support an application could be requested by the panel.

The Council will invite the top scoring bidder(s) to submit their 5-year business plan for Westvale Park Neighbourhood Hall and present their offer to the panel and answer any questions.

Draft 5-year business plan requirements are provided for information only at Expression of Interest stage in Appendix 5.

A final decision on whether to grant a lease will be made at the sole discretion of Reigate and Banstead Borough Council.

4.1 Timescales

The timetable below outlines indicative timings of the selection process and is subject to change:

Item	Date
Expressions of interest in lease opens	3 February 2025
Online introduction and presentation by the council	12 February 2025
Opportunities for 1-2-1 conversations with council and interested operators	w/c 17 February 2025

Site visit to Westvale Park Neighbourhood Hall	w/c 17 or 24 February 2025
Final date for clarification questions to be submitted	21 February 2025
Expression of interest process closes	9 March 2025
Panel shortlisting by the council	10 – 21 March 2025
Conversations with organisations over video conference, if required	w/c 10 and 17 March 2025
Organisations invited to submit a business plan	March 2025 (6 weeks)
Panel interviews with shortlisted organisations	Late April 2025
Successful applicant to enter into lease negotiation	May 2025
Fit out and opening	Summer 2025

4.2 Site Visit

An opportunity to view the site will be held for organisations considering submitting an expression of interest. Please request an appointment to visit the site by emailing regeneration@reigate-banstead.gov.uk.

Responses to questions raised during the site visit will be uploaded to our webpage.

4.3 Presentation and 1-2-1 Meetings

Interested bidders are invited to participate in an online introduction and Q&A by the Authority at 2pm on Wednesday 12 February . If you would like to attend, please email regeneration@reigate-banstead.gov.uk.

During this session, the Council will be available to answer additional questions about the Neighbourhood Hall and clarifications about the selection process. Any questions raised and responses will be uploaded to our webpage following the presentation.

Organisations are also welcome to arrange a 1-2-1 conversation with the Council to discuss the opportunity. Please contact regeneration@reigate-banstead.gov.uk to arrange a time.

4.4 Clarifications

Any questions should be directed to regeneration@reigate-banstead.gov.uk. All responses will be uploaded to our webpage. The final date for submitting questions is Friday 21 February.

4.5 Scoring Criteria

Scoring is assessed using the point scale and criteria in the following table:

Grade	Interpretation	Criteria
0	Unacceptable	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
1	Poor	Response is partially relevant but lacks sufficient detail or explanation to demonstrate the required capability and capacity to undertake the contract.
2	Adequate	Response meets the question's requirements and provides sufficient evidence of capability and capacity, though some areas lack detail on how the requirement will be fulfilled.
3	Good	The response demonstrates strong evidence of capacity and capability to meet the requirements, with sufficient understanding of the question and detail on how they will be fulfilled.
4	Very Good	Response performs very well against the question showing considerable relevant evidence of capacity and capability to meet the requirements. The response is highly detailed to demonstrate a very good understanding and provides full details on how the requirements will be fulfilled.

5	Excellent	Response performs strongly against the question showing substantial evidence of capacity and capability to meet the requirements which is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides full and well considered details of how the requirement will be met.
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Each member of the evaluation team will allocate a score between 0 - 5 for each answer prior to a moderated final score for each question being agreed between evaluators.

4.6 Weighting

The scoring weightings for each question in the Expression of Interest Questionnaire are shown below:

Question number	Question	Maximum word count	Weighting
1	Please describe your vision, aims and objectives for the future use of the Neighbourhood Hall. Please describe how your vision will benefit the local community.	800 words	20%
2	Please outline your organisation's management structure/governance, experience and skills of your organisation and its board/committee/trustee members.	1000 words	15%
3	Please list and include a short description of your organisation and its board/committee/trustee members experience and track record of:	1000 words	15%

	<ul style="list-style-type: none"> • Managing/running community facilities or similar • Engaging with communities • Supporting community groups. 		
4	<p>Please provide an overview of your current financial status, including:</p> <ul style="list-style-type: none"> • How your organisation is funded • Your organisation's current and projected financial position • How you propose to fund the running cost of the hall • Please describe what support your organisation may require to enable your business model to succeed e.g. financial, volunteers, equipment. 	1000 words	25%
5	<p>Please outline how your organisation will practically manage and operate the community hall, including details on onsite staff/volunteers, operational hours, and alignment with the Council's key performance indicators listed below?</p> <ol style="list-style-type: none"> 1. Usage of space and facilities (%) 2. Engagement and outreach (newsletters, social media, consultations) 3. Financial sustainability 4. Customer satisfaction 	1000 words	25%

	5. Number, types, diversity and frequency of activities.		
Total			100%

5. Contact

For further information or to arrange an informal conversation regarding the Neighbourhood Hall, please contact:

Officer	Contact details
Catherine Radziwonik Principal Development Manager	catherine.radziwonik@reigate-banstead.gov.uk 01737 276337
Emma Wright Development Officer	emma.wright@reigate-banstead.gov.uk 01737 276025

Appendix 1

Resident Engagement Findings

In 2022, the Council engaged with the Westvale community regarding their aspirations for the Neighbourhood Hall.

An electronic survey was sent to residents during August 2022 via the Westvale Park Residents Facebook Group which has 1,900 members. 207 surveys were completed which is a response rate of 11% of the Residents Facebook Group.

What residents like **most** about living in Westvale Park is a sense of community, location and quiet.

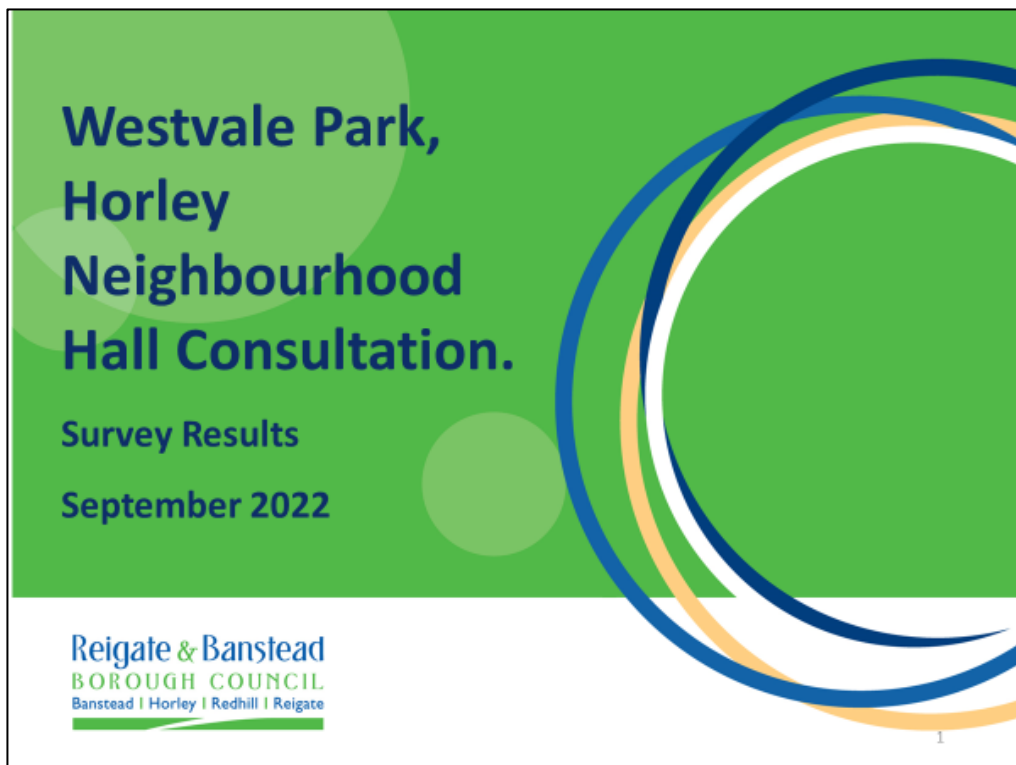
What residents like **least** about living in Westvale Park is inconsiderate parking, lack of shops and unfinished roads.

The top five benefits of a Neighbourhood Hall were identified as:

- Activities/services for children and young people
- Sport and fitness classes
- Community events
- Meeting spaces for clubs and community groups
- Community café

The top five activities that residents would be interested in using are:

- Community café
- Sport and fitness classes
- Community events
- Activities/services for children and young people
- Private parties



Key findings

- What residents like most about living in Westvale Park is a sense of **community, location and quiet**.
- What residents like least about living in Westvale Park is **inconsiderate parking, lack of shops and unfinished roads**.
- Top five benefits of a Neighbourhood Hall are
 1. **Activities/services for children and young people**
 2. **Sport and fitness classes**
 3. **Community events**
 4. **Meeting spaces for clubs and community groups**
 5. **Community café**

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Key findings cont.

- Top five activities that residents would be interested in using are
 1. Community café
 2. Sport and fitness classes
 3. Community events
 4. Activities/services for children and young people
 5. Private parties
- Potential usage of the Neighbourhood Hall is spread evenly across the week and times of day.
- 92% of residents would prefer to use the main hall

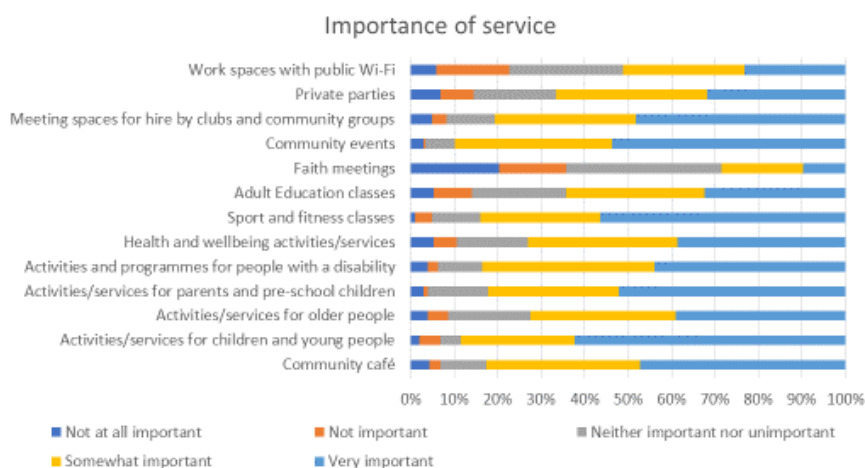
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Key findings cont.

- Only 13% of residents would be interested in volunteering and a further 38% maybe interested in volunteering at the Neighbourhood Hall.
- Top five areas that residents would be interested in volunteering in are
 1. organising community events
 2. attending committee meetings
 3. helping in the community café
 4. Reception duties
 5. Running a regular activity

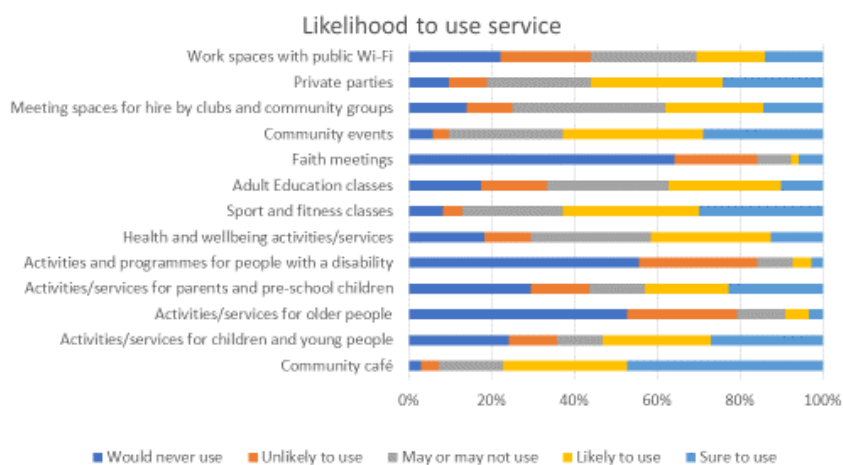
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What benefits do you think a Neighbourhood Hall would bring to the community of Westvale Park?



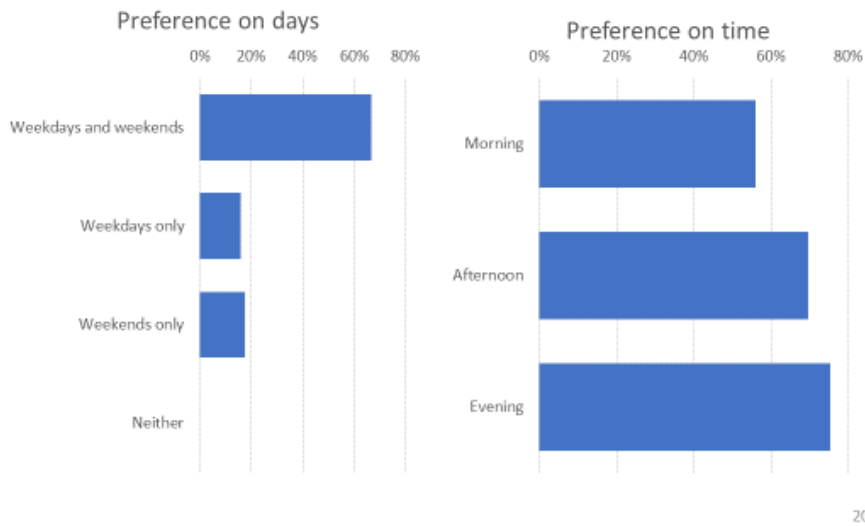
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Which activities do you think you would be interested in using at the Neighbourhood Hall?

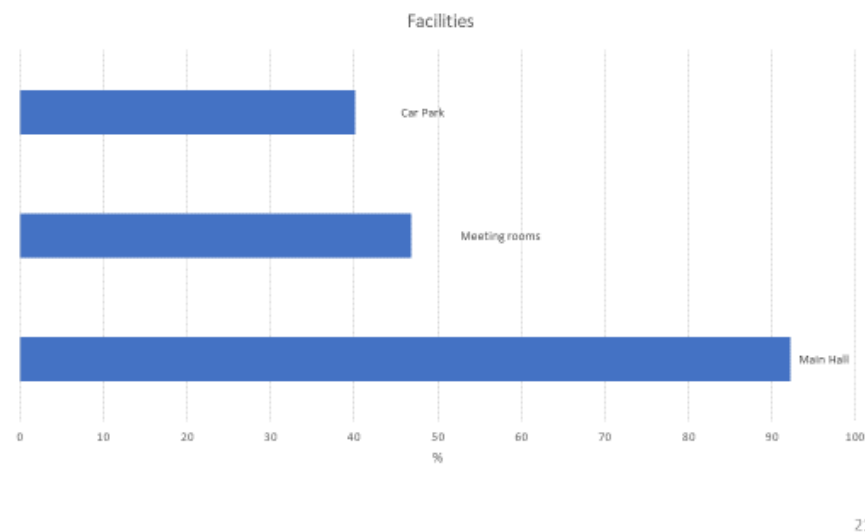


19

What days of the week and time of day would you be interested in using the Neighbourhood Hall?

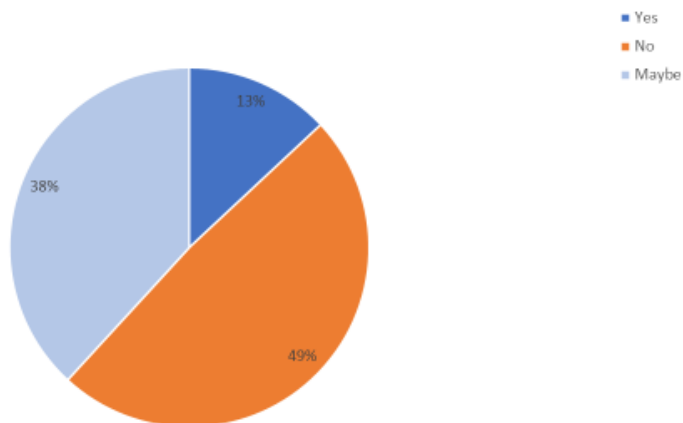


Which facilities do you think you would use at the Neighbourhood Hall?



Would you be interested in volunteering at the Neighbourhood Hall?

Interest in volunteering at the neighbourhood hall



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What areas would you be interested in volunteering in?

Areas of interest for volunteers



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Appendix 2

Property Demise, FF&E, site plans and drawings

Ground Floor	First Floor	External
<ul style="list-style-type: none"> • Entrance foyer • Office circa • Main hall circa • Kitchen circa 4. • Male toilets x 3 • Female toilets x 3 • Disabled toilet x 1 • WC lobby • Main hall storage • Cleaners cupboard with sink • Services cupboard circa • Platform lift • Stairs 	<ul style="list-style-type: none"> • Clinical room 1 (GP demise) • Clinical room 2 (GP demise) • Meeting room • Waiting area (GP demise) • Store circa (GP demise) 	<ul style="list-style-type: none"> • Car park with 13 parking bays including 2 disabled bays • On-street parking bays x 3 • Mini-bus parking space x 1 • Cycle shelter for 6 x bikes • Buggy park • Bin store • Landscaped area • Gated lawn area with low level (1100mm) fence

Drawings are available below as separate files:

- [Ground floor drawing showing dimensions \(PDF\)](#)
- [First floor drawing showing dimensions \(PDF\)](#)
- [External masterplan \(PDF\)](#)

Drawings illustrating area demise:

- [Westvale Park Neighbourhood Hall Operator Demise - Ground Floor \(PDF\)](#)
- [Westvale Park Neighbourhood Hall Operator Demise - 1st Floor \(PDF\)](#)
- [Westvale Park Neighbourhood Hall Operator Demise - External Areas \(PDF\)](#)

Furniture, fittings and equipment

The Neighbourhood Hall will be fitted out to include:

- Kitchen: Units with space for a cooker, fridge and dishwasher, worktops, cupboards, inclusive of double sink, separate washbasin and brassware
- Disabled toilet: Disabled toilet including basin and grab rails
- Male WC: Three cisterns and two basins, soap dispensers and hand dryers
- Female WC: Three cisterns and three wash basins, soap dispensers and hand dryers
- Floor coverings: Taraflex flooring within the hall
- Fire detection and alarm system
- Intruder alarm system
- Services: electricity and mains water supply
- Lighting: internal & external energy efficient LED lighting, ceiling mounted presence detection to general areas and circulation spaces. Main Hall and meeting rooms have switched controls to facilitate their specific uses
- Ducting and wiring to telephone point
- Central heating (main building): air source heat pump
- Central heating (hall): underfloor heating
- CCTV: internal and external CCTV
- Photovoltaic panels on roof

The following will not be provided:

- Any white good goods, for example cooker, fridge and dishwasher in the kitchen
- Lose furniture, fixtures and equipment (FF&E)

The Council is able to offer a financial contribution for the purchase of lose furniture, fixtures and equipment for the Neighbourhood Hall to be agreed with the Operator should a need be demonstrated for financial support. This will remain in the ownership of RBBC and an inventory will be appended to the lease.

Replacement of FF&E will be the responsibility of the Operator.

Appendix 3

Polling station requirements

The Council requires the operator to make the hall available for use as a polling place when elections are called. This entails:

- Use of the building (including a suitable room), with heating, lighting and utilities provided, on polling days between the hours of 6am and 10:30pm. A 'suitable room' would be evaluated by the Electoral Registration Officer's staff, subject to an onsite assessment at a later date (as part of a future Polling Place and District Review, typically during Autumn/Winter annually or whenever the hall is operational).
- The leaseholder / management will enable the Presiding Officer (appointed by the Returning Officer) and their staff to access the building from 6am on polling day by agreeing to unlock the building and rooms hired by the Returning Officer; and, allow the Presiding Officer to visit and inspect the premises before polling day at a suitable date/time agreed with the leaseholder / management.
- Reasonable loss of earnings / hire costs (as appropriate) would be chargeable to the Returning Officer, who the premises would be hired to on polling day.
- The leaseholder / management of the hall must allow the delivery and secure overnight storage of polling station equipment at the premises on the day before polling day; and, the collection of the equipment on the day after polling day by the Returning Officer's staff.
- Insurance – the Returning Officer has suitable insurance in place for polling activities at premises hired as polling places.

Appendix 4

Proposed Landlord and Tenant Responsibilities Summary

The matrix of responsibilities is provided below for indicative purposes and will be discussed and mutually agreed upon by the successful operator and the Authority during the lease negotiation.

	Landlord	Operator
Tenant Responsibilities		
Internal repairs and decorations of tenanted demise		X
Cleaning of tenanted demise including interior of windows		X
Repair of plant or equipment service of tenanted demise only		X
Payment of utility costs which will be separately metred in tenanted demise		X
Payment of contribution towards utility costs of common parts		X
Payment of National Non-Domestic (Business) Rates where separately assessed of tenant demise (including share of common parts)		X
Provision of firefighting equipment within the tenanted demise		X
Disposal and removal of all waste relating to the Tenant's business		X
Grounds maintenance of external areas that forms part of demise		X
Landlord Responsibilities (costs paid for by Landlord)		
External repairs and decorations to the building	X	
Repair of plant and equipment serving the property including any fire and security systems	X	
Car park repairs and maintenance	X	
Buildings Insurance	X	
Landlord Responsibilities (costs that may be subsidised by the Landlord on behalf of the Tenant– subject to demonstration of need)		
Internal repairs and decorations to internal common parts	X	
Cleaning of the common parts	X	
Cleaning of exterior windows	X	
Internal repairs and decorations to internal common parts	X	
Provision of firefighting equipment in the common parts	X	
Maintenance and cleaning of communal waste bin area	X	

Draft Heads of Terms - Subject to Contract

The successful operator will engage in lease negotiations with the Authority for the premises known as Westvale Park Neighbourhood Hall, located on Webber Street, at a peppercorn

rent of £1. The heads of terms will be discussed and mutually agreed upon by the operator and the authority.

Supporting Documentation

Before entering into the lease agreement, the operator must ensure that the following documents and statements are in place, depending on the scale of the organisation. If an interested organisation already has these documents prepared, we request that the potential operator issues them in advance.

Supporting Documents (if applicable)
Copy of Constitution/governing document/Trust Deed/memorandum and articles (if applicable)
Copy of last two years annual audited accounts (if applicable)
Proposed weekly booking chart for the main hall and small meeting room
Equalities policy/statement
Safeguarding policy/statement
Evidence of health and safety policy/statement

Appendix 5

Stage 2 – Selection Process

Draft Business Plan Requirements

Following the expression of interest stage the top scoring bidder(s) will be invited to submit their 5-year business plan for Westvale Park Neighbourhood Hall. They will also be required to present their proposal to the panel and respond to any questions. The 5-year business plan should include, but is not limited to, the information outlined in the table below. Further details regarding the submission requirements for the 5-year business plan will be provided during the second stage.

Summary	Who you are, what you want to do, how you intend to do it
About your organisation(s)	<ul style="list-style-type: none"> • Name of organisation • Legal form/entity • Organisational structure • Aims and objectives • Activities and services you provide and beneficiaries • Partnerships that the organisation is part of • Experience & track record: <ul style="list-style-type: none"> ○ running community facilities ○ building management and maintenance ○ working in partnership ○ health & safety ○ safeguarding and welfare of children, young people and vulnerable adults ○ managing contractors and sub-contractors ○ business & service continuity
Summary of the proposal	<ul style="list-style-type: none"> • Aims and objectives • Activities, services, events and uses to be provided • The benefits and how these would be measured • Governance management structure • Staffing (if appropriate) • Quality assurance standards to be applied • Organisation policies, systems and procedures
Community needs	<ul style="list-style-type: none"> • Community needs evidence • Community facilities / gaps in provision • Any evidence of local consultation undertaken

	<ul style="list-style-type: none"> • The proposed community benefits and creating a positive impact for the community – including potential projects, usage etc and how will these be measured • How the community would be involved and consulted • The rationale for pricing (for services, renting space etc)
Promotion	<ul style="list-style-type: none"> • Methods to be used (online, direct to customer etc) and target audience • Organisation who will do this (in house or external)
Finance & budget	<ul style="list-style-type: none"> • Approach to achieving financial sustainability • Outline hire rates • Cash flow for first year • Expenditure/profit and loss for each year of plan • Rationale for projections and assumptions made • Outline what support your organisation may require to enable your business model to succeed (e.g. financial, volunteers, equipment).
Risk analysis	<ul style="list-style-type: none"> • Identification of main risks and what action would be undertaken to manage/mitigate this
Key performance Indicators	<p>How the operator will meet the KPIs</p> <ul style="list-style-type: none"> • Usage of space and facilities (%) • Engagement and outreach (newsletters, social media, consultations) • Income generation/financial sustainability • Customer satisfaction • Number, types, diversity and frequency of activities
Project Plan	<ul style="list-style-type: none"> • Timeline of key tasks and activities