# Westvale Park Neighbourhood Hall Operator: Expression of Interest Questionnaire

February 2025

Introduction

Please complete all sections within this questionnaire and return with all supporting documentation to [regeneration@reigate-banstead.gov.uk](mailto:regeneration@reigate-banstead.gov.uk) by midnight on 9 March 2025. Please refer to the ‘Westvale Park Neighbourhood Hall Operator: Specification’ document when completing the form.

Any questions should be directed to [regeneration@reigate-banstead.gov.uk](mailto:regeneration@reigate-banstead.gov.uk). All responses will be shared with other interested parties. The final date for submitting questions is 21 February 2025.

Sections will be scored as follows:

* Vision for Westvale Park Neighbourhood Hall - 20%
* Organisation structure and experience - 30%
* Financial performance - 25%
* Operational Management - 25%

Organisation information

| Question | Response |
| --- | --- |
| Registered name and address |  |
| Company/charity registration number (if applicable) |  |
| Contact name, email address and telephone details |  |
| Constitution/organisation structure (if applicable) |  |
| Type of organisation (e.g. community interest company, voluntary group, charity, start-up) |  |

Vision for Westvale Park Neighbourhood Hall - 20%

| 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.  Word count: Maximum 800 words  Score: 20% |
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Organisation structure and experience - 30%

| Please outline your organisation’s management structure/governance, experience and skills of your organisation and its board/committee/trustee members.  Word count: Maximum 1000 words  Score: 15% |
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| Please list and include a short description of your organisation and its board/committee/trustee members experience and track record of:   * Managing/running community facilities or similar * Engaging with community partnerships * Supporting community groups   Word count: Maximum 1000 words  Score: 15% |
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Financial performance - 25%

| Please provide an overview of your current financial status, including:   * 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.   Word count: Maximum 1000 words  Score: 25% |
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Operational Management - 25%

| Please outline how your organisation will practically manage and operate Westvale Park Neighbourhood Hall, including details on onsite staff/volunteers, operational hours, and alignment with the Council’s key performance indicators listed below.   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.   Word count: Maximum 1000 words  Score: 25% |
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