

FAQ

Here are our most asked questions, if you cannot find your answer here, please contact us with your question by emailing communityhubs@westminster.gov.uk. we will update this list as the questions come in

1. What is meant by #2035 priority communities/neighbourhoods?

#2035 is a joint initiative across the Council, health, voluntary sector partners and communities to tackle health inequalities in Westminster. Our communities have told us their health and wellbeing are linked to wider determinants of health – not just health services. The Community Hubs are a central part of improving access to services and support, and deepening community connection.

‘#2035 priority communities/neighbourhoods’ relates to specific groups within Westminster who experience poorer health outcomes and higher levels of inequality. We are interested in how Community Hubs can specifically support these groups.

2. What are the Council’s expectations of operator activities outside of the EHHCH site?

Whilst the Council seeks to appoint an operator to run the Ernest Harriss House Community Hub, it is interested in the wider activities, promotion and engagement which the operator will undertake across the local area, ensuring that the Hub offer is not constrained within a building but reaches those who need it most, and explores what this might look like beyond, as well as within, its walls.

3. Why can’t a lead bidder also register as a potential partner?

Organisations cannot register as both a lead bidder and as a potential partner, as given that potential partners can be approached by (and part of) multiple bids, it is anticipated that they would have access to sensitive information in these bids. This could result in a lead bidder being able to see others’ bids.

Please note, there is nothing to stop an organisation which submits an unsuccessful lead bid, subsequently partnering with and/or supporting the successful lead bidder.

4. Will Ernest Harriss House Community Hub have sound proofing?

The Community Hub includes a suspended ceiling grid, dropped off from the concrete slab above. Being a concrete slab, this will provide a degree of sound protection albeit not completely soundproof.

5. What are the intentions of the building?

Ernest Harriss House Community Hub aims to provide a welcoming, inclusive space offering various services and activities to enhance the well-being of local residents and has been developed through a co-design process with residents. The hub aims to improve North Westminster residents' outcomes by creating an accessible, collaborative space that provides a central access point for a diverse range of services and support, from housing and healthcare to community activities.

Please refer to the application documents for full information on building intentions.

6. Meeting point for a fire?

The operator will agree where that space will be, in line with the fire regulations.

7. Will the operator be able to use the outside space?

The outside space is not covered by the terms of the Council's lease with Notting Hill Genesis, although it may be used for access. Once an operator is in place, we will work with them to engage NHG around the outside space opportunities, however this is not a guarantee of increased use.

8. Can people stand outside, e.g. for fresh air or to smoke?

As per Question 7, the outside space can be used for repass/pass to and from the hub, you may not stay in that space, as Notting Hill Genesis own this land, any further use will be dependent on permission from Notting Hill Genesis.

9. Will the operator be able to use the car park?

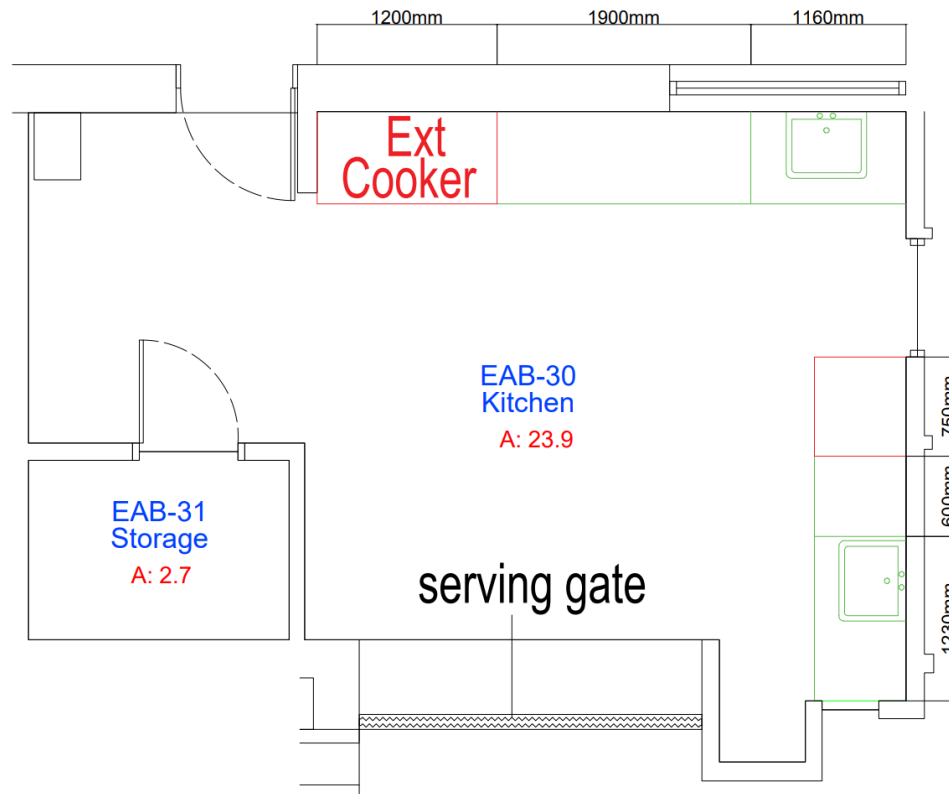
The operator, and users of the Community Hub, will not be able to use the car park – this is for Ernest Harriss House residents only.

10. Will the car park be available for deliveries to the building?

We anticipate that vehicles will be able to use the car park for unloading for deliveries, however this will be subject to Notting Hill Genesis' position.

11. What is the kitchen and cooker/hob specification?

We do not have the cooker spec yet; we will update FAQ once we have this information.

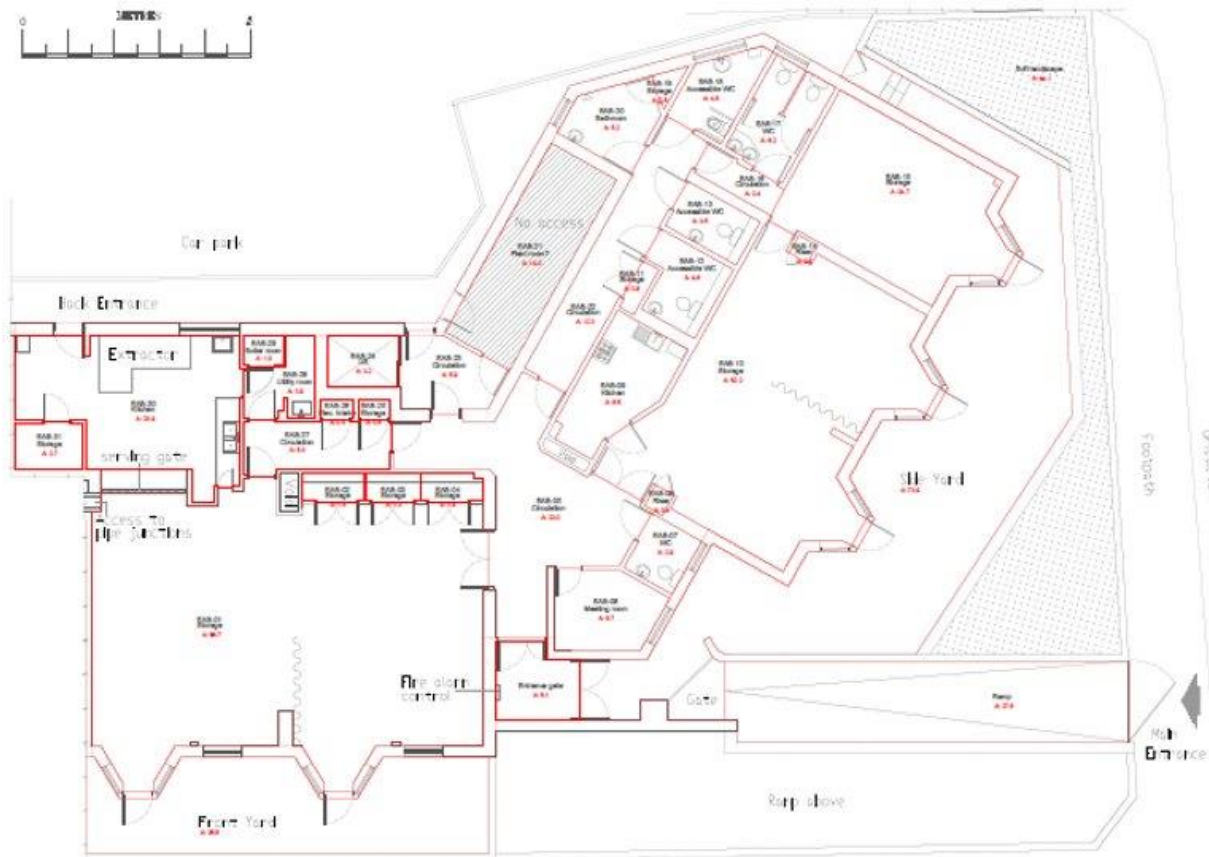


12. Do we know what the sq footage is, and can we get a copy of the spec for the building?

Approx 324 sqm / 3,487.5 sq ft

Floors: 1

Rooms: 2 large rooms with internal room dividers, 2 offices, 2 kitchen areas, toilets and storage areas



13. What will the building look like on handover to operator

A fit-out Contractor will be procured within the next 2 weeks and will create the space working with residents and local organisations. The fitout contractor will also work with successful operator to complete the fit out.

14. When will the building works be completed?

The target completion date for the major works is 18th December. The fit-out contractor will work beyond this date directly with the operator, Council and other stakeholders to complete fit-out in early 2025.