



Healthwatch Camden and Camden Disability Action

Joint project - How accessible are Camden's Community Centres?

Appendices

1. Summary of key features at centres
2. Questions we asked
3. Centres we visited



Appendix One - summary of key features.

The following charts set out some of the key access features we looked at. They record what we saw and heard when we visited. To check current access we recommend you contact the centre.

Table one is about getting to the centre - information available beforehand, how easy it is to get to and to find.

Table two is about getting around in the centre - what basic access features are in place.

Table three is about how 'disability friendly' the centre is -how aware are staff, what alternative format information is available, are there specific activities for disabled people.

The charts record YES, PART or NO and we have colour coded them green, yellow or red.

YES indicates that the feature is in place and meets expected standards.

PART indicates that a feature is in place but perhaps not for the whole building, or perhaps to a limited extent. (So for an example a centre that has got an induction loop but it was broken when we visited would be recorded as PART. A centre where some staff have had disability equality training but the majority have not had the training would be recorded as PART.)

NO indicates that the feature is not in place.

YES - this feature meets expected standards
PART - this feature is present but improvements could be made
NO - this feature is not present
NOT RECORDED

Table four records the things our volunteers liked about the centres. These are subjective responses, they are included because they give a sense of the things that people value when they are using community services. Not all volunteers made a comment in this section.

Table one - getting there

	Helpful info on website	Close to public transport	Parking nearby	Easy to find	Good signage outside	Level access at entrance
Abbey Community Centre	NO	YES	YES	YES	YES	YES
Bengali Workers Association	NO	YES	YES	YES	YES	YES
Camden Chinese Community Centre	NO	YES	NO	YES	PART	YES
Castlehaven Community Centre	NO	YES	NO	YES	YES	YES
Community Association for West Hampstead	NO	NOT RECORDED	NO	YES	YES	YES
Dragon Hall	PART	YES	NO	NO	YES	YES
Fitzrovia Neighbourhood Centre	PART	YES	NO	YES	NO	PART ¹
Hampstead Community Centre	NO	YES	YES	YES	NOT RECORDED	YES
Holborn community association - Millman St	PART	YES	YES ²	NO	NO	YES
Holly Lodge Community Centre	PART	NO	YES	NO	NO	YES
JW3	YES	YES	YES	YES	YES	YES
KCBNA - Chadswell Centre	NO	YES	PART ³	YES	NO	YES
KCBNA - Marchmont Centre	NO	YES	YES	YES	NO	YES
Kentish Town Community Centre	NO	NO	NO	NO	YES	YES
Latin America House	PART	YES	NO	YES	PART	YES
London Irish Centre	NO	YES	YES	YES	YES	YES
London Welsh Centre	NO	YES	NO	YES	YES	NO
Maiden Lane	NO	YES	YES	NO	NO	YES

¹ Using a portable ramp

² A bookable underground space

³ Limited Blue Badge parking

	Helpful info on website	Close to public transport	Parking nearby	Easy to find	Good signage outside	Level access at entrance
Pirate Castle	YES	NO	NO	YES	YES	YES
Primrose Hill Community Centre	NO	YES	NO	NOT RECORDED	YES	YES
Queens Crescent Community Centre	NOT RECORDED	YES	NO	YES	YES	YES
Sidings Community Centre	NO	NOT RECORDED	NO	NO	YES	YES
Somers Town Community Association	NO	YES	YES	YES	PART	YES
Swiss Cottage Community Centre	PART	YES	YES	YES	YES	YES
St Pancras Community Centre	PART	YES	YES	YES	NO	YES
The Living Centre	PART	YES	YES	YES	NO	YES
West Euston Partnership	NO	YES	NO	YES	YES	YES

Note: We are aware that some centres have improved aspects of access since we did our report.

Table two - access inside the centre

	Clear signage inside	Good lighting	Wheel-chair access	Doors – easy to use	Accessible toilet	Induction loop
Abbey Community Centre	YES	NO	PART	NO	YES	NO
Bengali Workers Association –	NO	YES	YES	YES	YES	NO
Camden Chinese Community Centre	YES	YES	YES	YES	YES	NO
Castlehaven Community Centre	NO	YES	YES	YES	YES	NO? ⁴
Community Association for West Hampstead	YES	YES	YES	YES	YES	NOT RECORDED
Dragon Hall	PART	YES	YES	PART	YES	YES
Fitzrovia Neighbourhood Centre	NO	PART	PART	YES	NO	NO
Hampstead Community Centre	NO	YES	YES	YES	YES	NO
Holborn community association - Millman St	YES	YES	YES	YES	YES	YES
Holly Lodge Community Centre	NO	NO	YES	NO	YES	NO
JW3	YES	YES	YES	YES	YES	YES
KCBNA - Chadswell Centre	NO	YES	YES	YES	YES	NO
KCBNA - Marchmont Centre	NO	YES	YES	YES	YES	NO
Kentish Town Community Centre	YES	NO	YES	YES	YES	NO
Latin America House	NO	YES	NO	NO	NO	NO
London Irish Centre	YES	YES	YES	YES	YES	NO
London Welsh Centre	NO	NO	NO	PART	YES	NO
Maiden Lane	NO	NO	YES	NO	YES	NO
Pirate Castle	YES	YES	YES	YES	YES	YES

⁴ Staff were not sure

	Clear signage inside	Good lighting	Wheel-chair access	Doors – easy to use	Accessible toilet	Induction loop
Primrose Hill Community Centre	YES	YES	YES	NOT RECORDED	YES	NOT RECORDED
Queens Crescent Community Centre	NO	YES	YES	YES	YES	YES
Sidings Community Centre	YES	YES	YES	YES	YES	YES
Somers Town Community Association	NO	PART	PART	YES	YES	NO
Swiss Cottage Community Centre	YES ⁵	YES	YES	YES	YES	PART ⁶
St Pancras Community Centre	NO	YES	YES	YES	YES	NO
The Living Centre	NO	YES	YES	YES	YES	NO
West Euston Partnership	NO	YES	YES	YES	YES	NO

⁵ Including some picture signs, helpful for people with learning disabilities

⁶ Loop damaged - not working at time of visit

Table three - how 'disability friendly' is the centre?

	Guide -dog facilities	Easy read info	BSL info	Staff disability aware	Staff mental health aware	Specific help for disabled people
Abbey Community Centre	PART	YES	NO	NO	YES	PART
Bengali Workers Association	NO	NO	NO	YES	YES	YES
Camden Chinese Community Centre	PART	NO	NO	YES	YES	YES
Castlehaven Community Centre	PART	PART	NO	NO	NO	NO
Community Association for West Hampstead	PART	NO	NO	YES	YES	NOT RECORDED
Dragon Hall	PART	NO	NO	YES	YES	PART
Fitzrovia Neighbourhood Centre	PART	NO	NO	NO ⁷	YES	NO
Hampstead Community Centre	NO	NO	NO	NO	YES	YES
Holborn community association - Millman St	NO	NO	NO	NO	NO	NO
Holly Lodge Community Centre	NO	NO	NO	NO	NO	NO
JW3	NO	NO	NO	YES	YES	YES
KCBNA - Chadswell Centre	NO	NO	NO	?	?	?
KCBNA - Marchmont Centre	NO	NO	NO	YES	YES	YES
Kentish Town Community Centre	NO	NO	NO	NO	NO	YES
Latin America House	NO	NO	NO	NO	NO	NO
London Irish Centre	NO	NO	NO	NO	YES	PART
London Welsh Centre	PART	NO	NO	NO	NO	NO
Maiden Lane	PART	NO	NO	YES	YES	YES
Pirate Castle	NOT RECORDED	YES	NO	YES	YES	YES

⁷ No formal training, however the general attitude is positive

	Guide -dog facilities	Easy read info	BSL info	Staff disability aware	Staff mental health aware	Specific help for disabled people
Primrose Hill Community Centre	INFORMATION NOT RECORDED					
Queens Crescent Community Centre	PART	NO	NO	NO	NO	PART
Sidings Community Centre	PART	YES	NO	YES	YES	NO
Somers Town Community Association	PART	PART	NO	YES	NO	NO
Swiss Cottage Community Centre	PART	YES	NO	NO	NO	NO
St Pancras Community Centre	NO	PART	NO	NO	NO	NO
The Living Centre	PART	NO	NO	NO	PART	NO
West Euston Partnership	NO	NO	NO	YES	YES	NO

NB: Guide dog facilities - some had dog bowls, some knew where the nearest 'spending' area was, however few offered both, which is why so many of these results are recorded as PART.

Table Four - Volunteer comments

	What did you like about the centre?
Abbey Community Centre	The premises are very clean and tidy. This building is old so adaptations are slow. There is a café serving good value quality food, including Saturday. There's classes here for older people in computers and lots of places to go and health and wellbeing activities.
Bengali Workers Association	The centre is easy to find and in a prime location. The lunch club draws a large and diverse crowd and is good value for money. Employment support given, older people's services, youth club and activities available. Mobility problems are well catered for.
Camden Chinese Community Centre	The centre has a lot going on for older people. Exercise classes, lunch every weekday, arts and crafts and carer's events. I felt that they understood disability as far as the needs of the people currently using the centre go as they have a lot of older clients with disabilities.
Castlehaven Community Centre	The centre has lots of youth activities and activities for older people. There is a lovely garden and a new hub area for horticulture which holds activities for wellbeing to learn about growing plans and vegetables
Community Association for West Hampstead	No comments given.
Dragon Hall	It's lively and artistic, with a lovely mural of a dragon
Fitzrovia Neighbourhood Centre	The advice sessions are available in Hindi, Urdu and Bengali. There are massage sessions and some meetings about local planning issues. The centre seems to be very well used and there are lots of posters and notices about.
Hampstead Community Centre	The centre feels right in the community thanks to its high street location. My visits coincided with a lively children's session.
Holborn community association - Millman St	The patio area outside is filled with lovely flowers and plants. The centre was busy with people singing, chatting and having cups of tea.
Holly Lodge Community Centre	There is a lunch club on a Monday with a hot meal at a very reasonable price.
JW3	There is lots going on, including films, pop up events, a café and restaurant and a lovely environment. It is new, clean, bright and has two lifts.
KCBNA - Chadswell Centre	The centre manager was friendly and very helpful. She made me feel welcome and at ease. The clients were happily engaged in a machine sewing class which looked very interesting. Gym equipment was also available. My disability was accepted by clients and staff and an air of wellbeing and happiness seemed to exist at the centre. it is a place I would be happy to attend if I lived in the area
KCBNA - Marchmont Centre	The centre was immaculate and well set out with pictures, photos, and notices. The dining room was very well set up for the lunch club and was spotless. It is good to have a central London venues available for local residents offering free classes and a hot meal at a reasonable price

Kentish Town Community Centre	The number of activities available.
Latin America House	Staff were willing to help in whatever way they could even though my visit was unarranged. They have free advice sessions and a Latin American café next door.
London Irish Centre	The staff were very welcoming and helpful. I felt they would have made every effort to accommodate disability... The centre has lots going on. The cultural centre is a lovely building and the welfare centre had a nice view.
London Welsh Centre	The old building, the bar, the cultural activities
Maiden Lane	It's a splendid environment. There is a kitchen which is accessible for wheelchair users, extra wide corridors and a space for wood working as well as a gym. The centre has a lively atmosphere.
Pirate Castle	We liked visiting this centre and would recommend it to others. The staff had a clear and obvious knowledge about disability and the centre clearly caters for all disabilities
Primrose Hill Community Centre	No comments given
Queens Crescent Community Centre	The centre has two very cheap gyms which are currently free for a six month trial and then only £2 to use. The youth centre had pool tables and there was a bingo game going on in the main hall.
Sidings Community Centre	It is a well-run centre and highly recommended. It is warm and all signage is easy to read and eye level (though a bit high for me in a wheelchair). Staff are warm and friendly and helpful. The tutors are all very well trained.
Somers Town Community Association	The helpful lady in the office.
Swiss Cottage Community Centre	The centre is very clean and tidy and fresh smelling. The toilets are all easy to use and are clean. There is a café and the centre is very accessible for wheelchair users. The centre is very well run.
St Pancras Community Centre	Friendly staff; nice and bright.
The Living Centre	It's very bright. They have free tai chi classes and a number of other activities available.
West Euston Partnership	I like the centre's' modernity and light filled from generously designed glass walls. It has a suite of computers which could be well used by the community.

Appendix Two

What we asked

Before our visits we looked for information about disability access on the centre's website.

Volunteers were asked to record:

- How did you find visiting the centre, including getting to the centre? Is it close to public transport? Easy to find? Is there disabled parking nearby?
- Is the signage clear, in a large font size and in good colour contrast outside the building?
- Is the entrance wheelchair accessible?
- Is the signage clear, in a large font size and in good colour contrast inside the building?
- Are there pictures on the signs to help people with learning disabilities
- Is the lighting inside bright and even? i.e. no dark patches or pools of light
- Is the internal space wheelchair accessible?
- Is there a toilet that is wheelchair accessible?
- Are the doors easy to use?

At the centre, volunteers spoke to staff to check:

- Do you have any written communication in large print?
- Do you have any written communication in Easy Read?
- Do you have any written communication in BSL?
- Is a hearing loop available? Is it working?
- Are dog bowls available for assistance dogs?
- Do you (staff) know where the nearest dog spending area is?
- Do staff have disability training?
- Do staff have mental health first aid training?
- What assistance is available for people with disabilities to take part in the classes or activities available?
- Is there a discount for carers?
- Are there any other adjustments that the centre has made to help people with a disability use the centre?

Volunteers were asked to say:

- How welcoming did you find the staff? Did they seem to understand your disability?
- What did you like about visiting the centre?
- In terms of accessibility, what could be improved?
- Do you have any other comments you would like to tell us about?

Appendix Three - the centres we visited

Abbey Community Centre - <http://abbeycc-kilburn.org.uk/>
222C Belsize Road NW6 4DJ

Bengali Workers Association <http://bwa-surma.org/>
1 Robert Street NW1 3JU

Camden Chinese Community Centre
<http://www.camdenccc.co.uk/9> Tavistock Place WC1H 9SN

Castlehaven Community Centre
<http://www.castlehaven.org.uk/>

33 Hawley Road NW1 8RU

Community Association for West Hampstead <http://www.cawh.org.uk/>
17 Dornfell Street: NW6 1QN

Dragon Hall <http://www.dragonhall.org.uk/>

Dragon Hall WC2B 5LT

Fitzrovia Neighbourhood Centre <https://fitzrovia.org.uk/>

39 Tottenham Street: W1T 4RX

Hampstead Community Centre <http://www.hampsteadcommunitycentre.co.uk/>
78 Hampstead High Street: NW3 1RE

Holborn community association - Millman Street Community Centre

<http://www.holborncommunity.co.uk/>

50 Millman Street WC1N 3EW

Holly Lodge Community Centre <https://www.hlcchl.org/>

30 Makepeace Avenue N6 6HL

JW3 <https://www.jw3.org.uk/>

341-351 Finchley Road, London NW3 6ET

Kentish Town Community Centre <http://www.ktcc.org.uk/>

17 Busby Place NW5 2SP

KCBNA - Marchmont Community Centre <http://www.kcbna.org.uk/>

62 Marchmont Street WC1N 1AB

