

Proposal qualitative evaluation

- 1) Please tell us, in detail, about your plans for the site at Court Place Farm. Your response should include (but not limited to) the following information:
- The usage targets that you will set yourself for the first year including baselines for participation in key target groups as well as anticipated growth in usage
 - An outline programme of works
 - How you will measure customer satisfaction
 - How you will manage quality control and continuous improvement
 - Your proposed charging structure (both public and private), including any concessionary discounts for those on low income.
 - Please attach any risk assessments (not included in word count)
 - How you intend to market the space, including details of any target markets.
 - How do you intend to take bookings and manage the administration of the programme?

Usage Targets

We believe that in the first year, we will be renovating the building and redecorating and repurposing the interior to facilitate a Hindu temple hall and a community hall. We have already begun talking to possible contractors and we expect work to begin on the building within one month of the legal acquisition of the property and the approval for change of use. We already have required funds for the building's renovation and there will be no delay due to finance. Initial assessments by building contractors who have seen the building, are that the work to both renovate the building's main structure and repurpose the inside can all be completed in 12 months. We therefore expect to begin using the building for temple services and community activities in 2024.

Once the building is functional we will begin prayer services there. At the moment we hold one prayer service every month by renting a hall at Rose Hill Community Centre. We will increase the number of prayer services to four a month in 2024. We will also pursue a programme of active community engagement. Our target groups are:

- Hindus in Oxford (who currently lack any place of worship in the city)
- Elderly people, especially those feeling lonely and isolated
- People interested in health and wellbeing
- People in poverty who we can help through free meals after our Sunday service. This will not be limited to Hindus or conditional on attendance at temple services.
- University students needing a place of worship
- School students looking to visit a functioning Hindu temple as part of their religious education curriculum.
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The Hindu target group will be reached using our strong current social networks and our magazine the Oxford Hindu. We will also reach elderly people by putting up flyers at local shops and community centres encouraging them to attend our

free senior citizen drop-in café every fortnight. We will also use these community channels to advertise the availability of free meals every Sunday afternoon after our temple services. We will use our existing links with the Oxford University Hindu student society to advertise the temple services. We will contact schools notifying them of the launch of the temple and inviting them to arrange group visits to the temple for their students.

In terms of numbers we expect the size of our congregation to double in the first year from 30 at the moment to at least 60 every week. This is because Hindus value an actual temple with an altar place more than a rented hall with a makeshift altar place which has to be set up before each service and then removed after each service.

Customer Satisfaction

Measuring customer satisfaction in a temple setting is not very difficult. If people enjoy the experience at the temple and community centre, the size of the congregation will increase as they will encourage others to come. We will do at least two user satisfaction surveys in the first year of operation to monitor how happy people are with the new facilities. We will use the first survey to gauge people's feelings about the temple and community centre experience and implement recommendations flowing from that survey. Our second survey will follow the implementation of recommendations from the first survey to check whether people are happy with the actions we have taken. Following that we expect to do at least one satisfaction survey a year. We will also invite people to give us their views by contacting us on social media or email. We will advertise this in our monthly magazine and our prayer sessions. The building itself will also have a suggestion box for people to use to let us know what their feelings are, anonymously.

Charging structure

OHTCCP is not a profit-making organisation and exists to promote Hindu culture while at the same time encouraging community cohesion and integration. These principles will guide the use of this site.

The building will have a spiritual centre area and a community hall. The spiritual centre area will be used primarily for temple services as it will have an altar place. The community hall will be available for:

- Free music workshops
- Free drop-in café for elderly people
- Free English Language classes for speakers of other languages (we already have a trained teacher ready to volunteer her services).
- Free Yoga and Mindfulness Classes which we aim to have delivered by other charities using our existing links at contacts built up over the last 14 years.

If there is availability we will make the community hall available for Birthday celebrations and other events required by the community. We will charge a maximum of £10 an hour to cover things like cleaning and maintenance. We are happy to consider discounts or even a waiver of this fee if people from the

community are unable to afford, providing they can help with the cleaning of the venue afterwards.

Marketing

We will not pursue an aggressive marketing programme as the building is really for community use, not for profit. We will however promote its availability through our Hindu Temple website, our social media channels, our monthly magazine and our social networks.

The booking of the hall will be done via email on our website and will be handled by a volunteer administrator.

- 2) How do you intend to innovate to improve the quality of experience of the site users for both the site itself and the wider park/site users?

The building currently stands derelict. Its renovation and redecoration will enhance the look and feel of the site itself.

Users of the site will be able to take advantage of our community classes such as Yoga, Mindfulness and English Language lessons. They will also be able to visit the temple and use the spiritual centre for quiet meditation and to be at peace with themselves.

- 3) Please tell us how you intend to work with partners at the site such as the other site leaseholders stakeholder groups and other park stakeholders.

The site benefits from the presence of organisations and users who are keen on health and fitness. We believe that our community activities which will focus on yoga, health, wellbeing and mindfulness will appeal to the current site users. We intend to work with the organisations at the site to promote the community centre's programmes. We also expect that OHTCCP's attendees, many of whom are very active in sports like cricket and football may want to link up with organisations operating at the site.

- 4) Please tell us how you plan to manage transport and access to the site. The current site does see heavy pressure on parking especially during peak times and it would be anticipated that the successful applicant would need to promote alternative forms of access as much as possible including active travel and use of public transport.

OHTCCP has commissioned a professional company Glanville to conduct a Transport assessment. These are enclosed in our bid and I re-attach them to this email. We encourage the council to read these documents which contain a positive assessment of the impact. In summary after a thorough assessment the consultants have concluded that the proposed change of use of the building will not have a detrimental impact on highway safety and transport impacts cannot be regarded as 'severe'. In fact it points out that in comparison to the existing use, the

proposed site would result in a significant net reduction in daily vehicle trips and therefore would have a positive impact on the local highway network. Glanville assesses that the Local Highway Authority should be able to recommend approval of our planning application if we win this bid.

Some pertinent points which we can highlight from the report are set out below.

OHTCCP expects that the regular visitors to the site will travel from the following locations:

- 50% from John Radcliffe Hospital area, Headington, Marston, Barton, Oxford University and surrounding area;
- 20% from Cowley, Rose Hill and Littlemore;
- 10% from Botley;
- 10% from Abingdon; and
- 10% from Didcot and Beyond.

As such, **50% of visitors live within walking and cycling distance of the site**, with an additional circa 10% living within cycling distance from Cowley, Rose Hill and Littlemore.

Given the array of bus services available to and from the site, it is expected that those who do not walk or cycle and those who live slightly further afield, including visitors from Botley, Abingdon and Didcot, will travel by bus to the site. Horseman Close bus stops and Ewin Close bus stops are located within walking distance of the site. All stops benefit from a flag and timetabling information and the Horseman Close southbound stop and Ewin Close southeast bound stop benefit from a shelter.

OHTCCP will initially hire a minibus to shuttle visitors to and from the site and later explore the possibility of buy its own electric minibus. It is anticipated that the shuttlebus will be used by visitors who cannot walk, cycle or use public transport.

It should be noted that OHTCCP will organise larger gatherings at other venues, such as for festivals that take place throughout the year.

A total of seven car parking spaces are proposed parallel to the western side of the building. Two spaces will be accessible parking spaces and two spaces will have **EV charging points**.

Cycle Parking

Twenty eight cycle parking spaces are proposed in the form of 14 covered Sheffield stands. This is in accordance with OCC guidance which states that for places of worship/community centres/public halls, 2 spaces per 20sqm of seating/assembly floor space should be provided.

The site is located within 5km of a large number of residential dwellings, including dwellings within Headington, Cowley, Lye Valley, Oxford City Centre, Jericho, Summertown, Sunnymead, Risinghurst, Barton, Donnington and Osney

The proposed land use is expected to operate outside of AM and PM peak hours as our prayers services are on Sunday mornings. For special events services these are held in the evening usually after 7 P.M. As such, the impact of traffic generated by the site will be negligible.

The majority of visitors are anticipated to walk, cycle or use one of a number of bus services available and those that do use a car would be encouraged to car share. A Travel Information Pack will be prepared and distributed electronically and/or posted on notice boards. The Travel Information Pack will include the following:

- Local public transport routes and timetable information;
- Map showing local walking and cycling routes;
 - Highlight and promote the health, financial and lifestyle benefits of using sustainable modes of transport; and
- Information to encourage car sharing via <https://liftshare.com/uk>.

Walking and cycling will be promoted as healthy and sustainable modes of transport that create little environmental impact compared with other modes.

A package of measures are contained in the travel plan for the development. OHTCCP will appoint a Travel Plan Co-ordinator to oversee the implementation and monitoring of this Travel Plan.

An important point that we wish the council to consider is that the current carbon footprint of Hindus from Oxfordshire having to travel to temples in London, Reading, Birmingham and Leamington Spa among other places will be vastly reduced if we have a temple in Marston.

In addition schools in Oxfordshire often arrange visits to Hindu Temples outside the county as part of their Religious Education curriculum. The ability of students to walk, cycle or take the bus to a local temple in Oxford will significantly reduce both travel cost and the carbon footprint for schools.

- 5) Please state any added value that you are able to offer the council or users of the kiosk linked to the Councils overall priorities. Bidders should include information on any social impact benefits as part of their proposal. Social impact benefits could include but are not limited to –
- Training opportunities for workforce
 - Financial/in kind support for local businesses
 - Work placements that pay the living wage or apprenticeships
 - Initiatives to support local people into health interventions (stop smoking, obesity, alcoholism/substance misuse etc)
 - Developing work practices that support staff wellbeing
 - Engagement with education
 - Delivering clean and safe spaces
 - Supporting local charities or community projects
 - Initiatives aimed at reducing crime and anti-social behaviour
 - Initiatives to be taken to support older, disabled and vulnerable people in Oxfordshire to build stronger community networks

Workforce Training

We do not anticipate a paid workforce. OHTCCP has many volunteers and we expect them to be assigned duties and responsibilities before the launch of the temple and community centre.

However volunteers also need training. We are members of the NCVO and therefore are able to access training at reduced prices. We will also work with other charities (e.g. St Johns Ambulance, Fire Service) to access training not available through the NCVO. OHTCCP will provide necessary training to our volunteers such as:

- First Aid
- Fire Safety
- Food Hygiene
- Health and Safety
- Equality, Diversity and Inclusion
- GDPR

Local business engagement

We will work closely with local businesses to promote our community activities. Beyond this we have an ambition to provide a foodbank and will explore the possibility of getting this launched once we have the temple and community centre. We will discuss with businesses in Marston and areas such as Headington, St Clements and Summertown how we can help reduce food wastage by arranging for pick-up and distribution of food at the community centre.

Health Interventions

OHTCCP believes strongly in the promotion of health and well-being initiatives. This is why the community centre will offer free yoga classes as well as mindfulness training. We expect to work closely with mental health organisations such as Mind and Restore as mental health is a big concern for us as many of our target audience are elderly and need this support.

We also expect to start a thriving youth arm which will provide an outlet for children to become involved in dance, music and other activities which will keep them meaningfully occupied.

We will also be open to other charities wishing to visit the centre and our temple services to talk about health and welfare. We have had in the past health professionals visiting our temple services to speak about health issues. Our events such as the Oxford Mela have also provided the opportunity for health professionals to have an exhibition stand and speak to guests.

The temple itself will be open to people who wish to come and sit quietly and even meditate in silence in the spiritual centre.

Educational Engagement

We intend to open up the Hindu Temple for visits by schools in Oxfordshire which currently hire coaches to take their students all the way to Reading and London as part of their Religious Education curriculum. The temple located at Marston will significantly reduce both the cost of transportation and the carbon footprint of our local schools. As soon as the temple is launched we will contact schools in Oxford to let them know about the availability of the temple for school group visits.

Support for older, disabled and vulnerable people

We will host a fortnightly drop in café with refreshments for elderly and disabled residents and advertise this by putting up flyers at local shops and community centres.

We will also use these community channels to advertise the availability of free meals every Sunday afternoon after our temple services.

Our centre will have facilities for disabled people such as ramps and disabled toilets.

Local charities engagement

OHTCCP has a long history of engagement with other charities and organisations. We have teamed up in the past on events with Syrian sisters, the Museum of Oxford, Confluence, The Ashmolean Museum, the Windrush group and so on.

We expect to strengthen our engagement with other charities providing opportunities for them to interact with our target audience in the interest of community cohesion and integration.