



# Community Hub Franchise

## Expression of Interest

Cheshire East Council in working with partners has developed a Franchise model for Community Hubs, which offers a range of benefits to its members see below.

The franchise provides a framework which ensures Community Hubs have good governance arrangements and meet agreed service standards. It will ensure hubs tailor their services and activities based on local needs. Allow flexibility and importantly encourages innovation. Being part of the Franchise will enable and support hubs to operate under a shared branding, and share operating techniques, marketing, good practice, recruitment, back office functions etc.

The local franchising pack outlines a shared manner and style and provides guidance e.g. Policy templates, suggested operating procedures etc. Applicants and Franchisees, will gain access to local and Cheshire East wide networks and a wide range of resources.

Accepted applicants will be entitled to a start-up funding, which would be available to applicants, to support and enable them to meet the franchise criteria, up to a maximum of £2k (e.g. Broadband/ Wi-Fi enablement, CVS membership, insurances, IT equipment, phone lines, and other issues identified).

Applications will not be accepted from for profit commercial organisations/businesses

### Criteria

The criteria for membership are that the Hub provides the core offer below:

- At least 20 hours per week (at centre or through a network arrangement) of access for the public or service users to access information and services (see below)
- Premises available for communities and local organisations to book for group activities 7 days/evenings per week excluding times set aside by managing organisation for own use eg place of worship
- Agree to collection of data quarterly – Footfall, volunteer hours, services and data sharing
- Promotion of all local community services and activities, including those available at the venue (and within network).
- Signposting and links to a range of public information and services.
- Agree to annual review
- Complete GRIPPP Assurance
- Receive Safeguarding awareness package from Community Development Officer

In addition, organisations running hubs need to:

Be active members of the local and Cheshire East Community Hub network and commit to attend meetings and training.

Meet GRIPPP assurance process, which is externally validated by CVS to demonstrate that the organisation has good governance in place including:

- Governance – look after the direction, development and legal responsibilities
- Resources – in place to enable them to get work done
- Information – on local area and how to get things done
- Projects – deliver tasks and activities

- People – connect, network and involve local community
- Premises –additional requirement for hubs to ensure premises run effectively.

## **Application Process**

### *Stage 1*

The organisation managing the Community Hub meets Level 1 of the GRIPP process and completes an expression of interest to become a franchisee. The application is considered by the Partnership team reviewing GRIPP level 1 and franchise checklist:

1. Approves the application and progression to stage 2 - OR
2. CDO Offers package of support (including templates etc.) support to fulfil the criteria for approval, the applicant Hub joins their local network for peer support, CVS offer support to achieve Level 2 of the GRIPPP assurance process, the organisations can access training package but are not awarded franchise at this stage.

### *Stage 2*

Organisation completes GRIPPP assurance & gains validation by CECVS before application for approval to the Portfolio Holder.

The application is considered by the Portfolio Holder who either:

1. Approves the application and progression to stage 3 - OR
2. Declines application with reasons – and organisation can decide to apply again, but future applications do not qualify for start-up grant.

Portfolio Holder Decisions are made every 3 months and dates of meetings are advertised on an annual basis.

*Stage 3* - Award franchise if appropriate - full package offered.

*Review* – If an applicant is not happy with the outcome, they can submit a review of the process, which will be considered by a Panel of 2 Portfolio Holders and a representative from CECVS.

## Part A – About Your Organisation

1. Main contact details:	
Name:	
Address:	
Post code:	
Tel No:	Email:

2. Organisation:	
Organisation Name:	
Organisation Address:	
Post code:	

3. Type of Organisation:		
Type	Please tick all that apply	Registration Number / Article of Association (if applicable)
Church Council		
Community interest Company		
Community Group		
Registered Charity		
Social Enterprise		
Other – please detail		

#### **4. Why are you applying for a Community Hub Franchise**

Please briefly describe why you want franchise status and how it will benefit your neighbourhood  
How you will tailor Services based on local needs.

#### **1. Name and address of venue you are nominating:**

Name/Number:

Address:

Post code:

#### **2. Who owns the venue?**

Asset Owner(s) Name:

Asset Owner(s) Address:

Post code:

#### **3. What is the current use of the venue?**

#### **4. Is the venue used wholly or partly as a residence?**

## Part B evidence that the organisation meets criteria

<p>To move to stage 2 of the Franchise your organisation will be required to provide proof that you meet criteria and also complete the CVS GRIPPP tool</p> <p>This assessment will be conducted by a Local Engagement officer all areas will need to be satisfy for applicant to receive Franchise and Funding</p>		
Criteria	Evidence provided	Date signed off
At least 20 hours per week (at centre or through a network arrangement) of access for the public or service users to access information and services		
Premises available for communities and local organisations to book for group activities 7 days/evenings per week excluding times set aside by managing organisation for own use eg place of worship		
Agree to collection of data quarterly – Footfall, volunteer hours, services and data sharing		
Promotion of all local community services and activities, including those available at the venue (and within network).		
Signposting and links to a range of public information and services		
Agree to annual review		
Be active members of the local and Cheshire East Community Hub network and commit to attend meetings and training		

## Stage 2

To move to stage 2 of the Franchise your organisation will be required to provide proof that you meet criteria and also complete the CVS GRIPP online assessment

This assessment will be conducted by a Community Development Officer all areas will need to be satisfy for applicant to receive franchise and funding

**Signed on behalf of the organisation**

**Name :**

**Position within Organisation :**

**Date :**

**Signed on behalf of Cheshire East :**

**Position within Organisation:**

**Date:**

## Part C – Checklist and Completion

Checklist – Support will be provide by Local Engagement Officer/CVS to develop policies not currently in practice	
Date Completed/obtained	All policies or forms must be in place to obtain Franchise status (Copy to be obtained by CDO, electronic collection is acceptable )
	GRIPPP assurance first assessment
	GRIPPP assurance completed
	Safeguarding Policy
	Constitution
	Child protection Policy
	Confidentiality Policy
	Vulnerable Persons Policy
	Equality and Diversity Policy
	Financial Policy
	Insurance Policies
	Data Protection Policy
	Data Sharing Policy
	Date Handling Policy
	Lone Working Policy
	Volunteer Policy
	Volunteer induction checklist
	Volunteer application form
	Volunteer Equal Opportunities Monitoring Form
	Volunteering Recruitment Flyer
	Volunteer Registration Form
	Volunteer application form
	Applying for Reference/s volunteers
	Impact Assessment/Monitoring
	Evidence Gathering Tools – Storyboards, Consultation, Participatory Appraisals
	Project Management
	Maintenance Checklists – Premises Health Check, Planned Preventative Maintenance Plan
	Buildings log book (Responsible persons handbook)
	Health & Safety Policy
	First Aid Policy
	Personnel Emergency Evacuation Plan – Route Plan, Signage, Assembly point
	Accident and Incident Reporting and Investigation policy
	Accident Book (evidence of use)
	Risk Assessments Form (evidence of use)
	Visitors Book (evidence of use)
	Accident Reporting form
	Hirers Booking Form
	Key Holders Agreement form
	Control of Substances policy
	Dealing with emergencies procedure/policy
	Electrical Safety policy
	Gas Safety policy
	Fire safety policy

**Please send your completed form:**

By Email to: [Partnerships@cheshireeast.gov.uk](mailto:Partnerships@cheshireeast.gov.uk)

By Post to: Community Hub Franchise, Partnerships & Communities Team,  
c/o Municipal Buildings, Earle Street, Crewe CW1 2BJ