The ETNA Journey

Sue Howes, Chair

7th March 2018...at the heart of TWI
The Building
First Things First

Getting our house in order
Evolution, not Revolution

• Why are we here?

• What do we do?

• Who do we serve?

• Have do we currently operate?  What assets/people do we have?

• Have a Vision: where do we want to get to?

• What do we need to do/have to be successful?

• How will we get there?  Who will support us?

• Are there any quick wins?
Survey Comments

A fantastic local resource offering many opportunities

Valuable, indispensable and welcoming

A life saver, a wonderful community venue
Meeting Rooms

Before:
Meeting Rooms

After:

• Bright
• Clean
• Well equipped

...at the heart of TWi
Kitchen

- Ingrained dirt
- Unappealing
- Grubby floor

- Clean
- Bright
- Welcoming

- Free tea, coffee & milk (in glass bottles)

...at the heart of TWI
New Website with Online Room Booking

Hall Party Hire
£85

Hall Evening Party Hire
£100

Hall
From: £20

Green Room
From: £18
Commissioning

The Journey
Official Components of Commissioning

- Survey
- 3-year Business Plan
- Marketing Comms & IT Upgrade
- Building Maintenance
- Commissioning Document
- Legal support
- Lease
- Licence to Alter
- Further Survey
- Transitional Funding
- Stakeholder Management
- Lease Signing

...at the heart of TW1
Bathrooms

- Ingrained dirt
- Unappealing
- Painted floor

- Clean
- Bright
- Accessible
Useful Information

A vibrant and welcoming Community Centre in a Victorian building in the heart of TW1, the ETNA Centre has something for everyone!

Our wide range of facilities offers a huge selection of classes and activities, from fitness and exercise to workshops, music and kids’ groups. We also host self-help groups, mindfulness and meditation sessions as well as offering space for one-to-one counselling sessions.

We have a variety of activities for senior citizens based at the Centre.

Every weekday morning the Centre comes to life as Winchmore Kindergarten runs its preschool nursery for children ages two to five.

We have meeting and conference rooms, counselling spaces and a hall which is great for parties, functions or AGMs. With kitchen facilities and free parking, ETNA is a great venue for all different events.

If you want to offer a new activity or course to the local community then please get in touch.

ETNA is also home to some local registered charities.

What’s On!

An easy guide to what’s on at the ETNA Community Centre by day. Please check the timetable on our website for changes and new classes.

Consistent Online and Offline

What’s On at ETNA

Winter 2016

- Monday
  - Woolwich Kindergarten
  - Woolwich Hall Library
  - Woolwich Library
  - Woolwich Community Centre
  - Woolwich Art Centre
  - Woolwich Theatre

- Tuesday
  - Woolwich Kindergarten
  - Woolwich Hall Library
  - Woolwich Library
  - Woolwich Community Centre
  - Woolwich Art Centre
  - Woolwich Theatre

- Wednesday
  - Woolwich Kindergarten
  - Woolwich Hall Library
  - Woolwich Library
  - Woolwich Community Centre
  - Woolwich Art Centre
  - Woolwich Theatre

- Thursday
  - Woolwich Kindergarten
  - Woolwich Hall Library
  - Woolwich Library
  - Woolwich Community Centre
  - Woolwich Art Centre
  - Woolwich Theatre

Visit our website etnacentre.org/whatson or telephone 020 8892 3676 for more information.

etnacentre.org
020 8892 3676
13 Roslyn Road
Twickenham
Middlesex
TW1 2AR

...at the heart of TW1
Marketing materials

Looking for your perfect party venue?

- Spacious Victorian Hall 11.7m x 9m
- Suitable for 70 standing or 50 seated
- Available for party hire and special events
- Weekends 9.30-13.00 or 13.30-17.00
- All weather garden
- Fully equipped kitchen
- Private car park

To book the ETNA hall for your party visit us at etnacentre.org/party

Find Us
ETNA Community Centre
13 Rosslyn Road
Twickenham
Middlesex
TW1 2AR

- We are within walking distance of St Margarets Station
- Close to bus routes H22, H37, R33, R68, R70 and 490
- Car parking is available for all Centre users and is accessible from Riverdale Road

Contact Us
By Telephone
020 8952 3070

By Email
info@etnacentre.org

Website
etnacentre.org

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Upbeat tone of voice. Consistent branding...at the heart of TW1
The Future

ETNA Community Kitchen
Official

Bold plans with strong benefits case
More useable space
Summary

• We were able to recruit a strong and effective Board
• We were commissioned for the first time, moving from grant funding,
• We secured and signed a new 15 year lease – a greater challenge than it sounds.
• We enacted major physical improvements to our building including – new windows, complete redecoration and finally new toilets.
• We improved service provision - we now have good Wi-Fi throughout the building.
• We went Digital – with a new website which includes online booking for rooms and soon, online advance payment.
• We are ready to submit plans and fundraise for our Community Kitchen
ETNA Community Centre

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Strategic Refurbishment

Ongoing Programme