

# Summary Operator's Brief

## Brent Cross Town Community Space

July 2025



Caring for people, our places and the planet





# Content page

<b>01</b>	The Opportunity	
<b>02</b>	How can you be a part of it?	
<b>03</b>	The Space	
<b>04</b>	Community Space map	
<b>05</b>	Sketch Plan	
<b>06</b>	Requirements for an Operator	
<b>08</b>	The successful operator will be responsible for	
<b>10</b>	Our Offer	
<b>11</b>	Estimated timeline for operator selection process	
<b>12</b>	FAQs	
<b>13</b>	Contact Us	



# The Opportunity

Brent Cross Town is one of the most ambitious regeneration programmes in Europe and is creating a vibrant new neighbourhood in Barnet. The area will see an additional 6,700 homes set around an office quarter and vibrant new high street of retailers and community infrastructure.

The existing and new community will benefit from improved schools, leisure facilities and plenty of parks and open spaces.

With nearly 1,000 homes due to be completed this year, alongside our new Neighbourhood Square and early retailers moving in, it's an exciting time in the development. There is no doubt the area is transforming, and we are passionate about ensuring that Barnet's communities benefit from the change happening in the area, we are supporting the integration of the existing and new community, and that everyone can access the opportunities this comprehensive new development will bring to Brent Cross.





# How can you be part of it?

We are looking for an experienced operator to run our first dedicated community space at Brent Cross Town.

It is one of several community-focused places planned to open as the new town grows. This is an exciting chance to be part of something new and a unique opportunity to help shape this space and the activities it provides from the beginning.

Our vision is to create a welcoming, flexible space that provides activities and support for people living nearby, as well welcoming new residents to the area and providing a space for all communities to come together and make new connections

This space will help to provide our community with a range of activities and services at the heart of the neighbourhood that complement community provision already offered in the local area.

We are seeking an operator who can manage a multi-use space, and who can curate a rich diverse programme of activities, and host services that aim to improve the quality of life of local people.

If you are a voluntary sector organisation, charity, collective or SME with a desire to be part of this exciting new neighbourhood from the start, and with a passion for community building and social impact, we want to hear from you.





# The Space

The community space is located on the ground floor of one of our first residential buildings at Brent Cross Town opening out into a new public courtyard and will be surrounded by a mix of private sale, build to rent and affordable housing blocks.

It will also be situated next to our dedicated recruitment, skills and volunteer services hub that is due to open around a similar time. The community space also benefits from a small pocket park directly opposite that is enjoyed by residents living in Conductor House, the first social housing to be completed at new town.

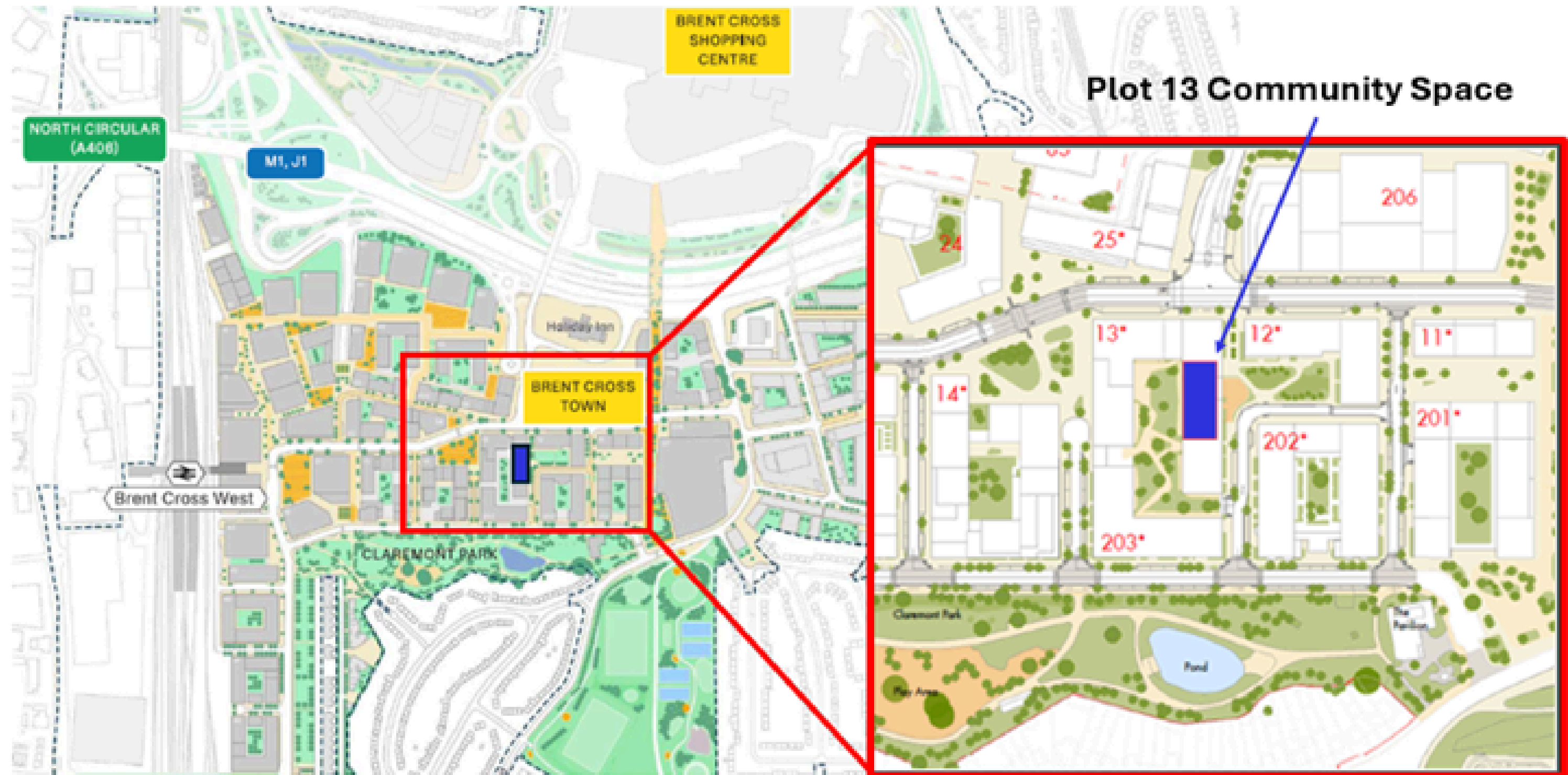
The shell and core is complete and it offers approx. 194 sqm (Gross External Area) and 171sqm (Gross Internal Area) of ground floor space with a double door access to the space (2.171m width). To help visualise the scale, the space is approximately half the size of a standard basketball court.

The council will provide an indicative layout for the space to show how it will be arranged internally – there will be opportunities for the successful applicant to suggest some amendments to this if required to suit their business plan.





# Community Space map





# Sketch Plan



*\*Community Space is the area shaded in green*



# Requirements for an Operator

We are looking for an experienced operator who:

- ✓ Has a proven track record of managing a multi-use space (over 2 years' experience).
- ✓ Can develop and deliver a rich and varied programme of services and activities that meets the needs of the local community. The council is currently carrying out a needs assessment of the area surrounding Brent Cross Town and will share this data to help inform an operator's activities.
- ✓ Can coordinate bookings for local people for small celebrations and gatherings and set a hire charge rate (per hour/or daily rate) with a sliding scale of preferential rates.
- ✓ Complies with health, safety, planning and regulatory requirements, including implementation of statutory, recommended and best practice policies and procedures.
- ✓ Can accommodate the delivery of statutory services and facilitate 'wrap around support' for residents through the sign posting or hosting of services via the council, health care providers or other local providers.



# continued...

- ✓ Can collaborate with other local groups and organisations who may wish to book the space to deliver services in the neighbourhood.
- ✓ Provides excellent customer service and support to community space users, with additional support and as and when required.
- ✓ Understands how to run a multi-use space and/or experience of working with diverse communities to curate events and activities.
- ✓ Has links to Barnet and an existing network in the borough.
- ✓ Can demonstrate a robust business case which shows how the space can be run on a financially sustainable basis, that is not incumbent on additional council funding to be sustainable for the duration of tenure.





# The successful operator will be responsible for:

- ✓ Programming activities, marketing events and communication within an agreed marketing strategy with support from the partnership (Barnet Council and Related Argent).
- ✓ Setting a hire charge rate (per hour/or daily rate) in a sliding scale of preferential rates.
- ✓ Offering space at subsidised cost/free of charge for agreed community activities under social value.
- ✓ Running costs (e.g. utilities) and equipment (e.g. crockery), as agreed under the terms of the lease.





# continued...

- ✓ Operation and security of the space to include obtaining and adhering to all statutory licenses.
- ✓ Waste – Arrange for business waste removal or alternative.
- ✓ Providing cash and electronic payment means.
- ✓ Providing suitable means of contact for public enquiries.
- ✓ Having an equalities, diversity and inclusion policy.
- ✓ Implement appropriate data protection measures to ensure effective and compliant data collection, including permissions, confidentiality requirements and consents.
- ✓ All other responsibilities will be set out in the indicative Heads of Terms for the Lease provided at Stage 2.





# Our Offer

We are offering the following on the community space:

- Fit out, including opportunities to request minor amendments to the proposed layout to ensure the space meets the operator's needs.
- Up to 100% discounted rent on the space subject to the level of social value provided (to be calculated using the Council's Community Asset Matrix which forms part of the Community Asset Strategy).
- Service Charge – to be confirmed in Stage 2 (estimated up to c.8k per annum).

## Other considerations

Business rates are not applicable for charitable and not-for-profit organisations acting as operators.

If the operator wishes to undertake any additional works/alterations post design and fit out of space, consent will be required. This will be subject to the Council and BX Joint Venture Limited Partnership Board consent and all costs are to be borne by the operator.





# Estimated timeline for operator selection process

Activity	Date
Open days for prospective operators and registration of interest (9.30am-11:30am for both days) taking place at Brent Cross Town Visitor Pavilion, 145 Claremont Road, NW2 1FE	7 <sup>th</sup> and 8 <sup>th</sup> August 2025
Stage 1: Expression of Interest open for submissions (full Operator Brief and draft Heads of Terms (HOTs) will be shared at this stage, alongside the evaluation process for this stage)	11 <sup>th</sup> - 29 <sup>th</sup> August 2025
Stage 1: Evaluation of Expression of Interest submissions	1 - 5 <sup>th</sup> September 2025
Stage 2: Invitation to bid for Stage 2 will be sent to successful candidates (this includes a template for your proposal, the Community Asset Matrix and the Needs Assessment of the local area, alongside the evaluation process for this stage)	8 <sup>th</sup> September - 3 <sup>rd</sup> October 2025
Stage 2: Evaluation of proposal submissions	6 <sup>th</sup> – 17 <sup>th</sup> October 2025
Stage 3: Successful operator will be notified and will finalise HOTs and lease arrangements with the Council. Once this is finalised, the successful operator will have the opportunity to request any necessary adjustments to the internal layout design to meet their core operational requirements (this is strictly subject to agreement by the Council).	20 <sup>th</sup> October 2025 onwards



# Frequently Asked Questions

Do you have questions about the community space? [Click here to see our FAQs](#)

Caring for people, our places and the planet

[www.barnet.gov.uk](http://www.barnet.gov.uk)

**BARNET**  
LONDON BOROUGH



# Contact us for next steps...

**If you are interested in this opportunity and would like to submit an expression of interest, or would like to attend one of our open days on 7 and 8 August, please email us at [Transformingbx@barnet.gov.uk](mailto:Transformingbx@barnet.gov.uk)**