



MANAGEMENT STATEMENT

(Operation of extended facility)

Proposed Extension & Remodelling at
Project: Quba Masjid & Education Centre, Hayes
(Charity No. 1189923)

DOCUMENT ISSUE / REVISION

Revision	Date	By	Notes
-	23/05/2025		First Issue

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1.0 INTRODUCTION

This management and operation plan has been produced to accompany a planning application for the proposed extension to Quba Masjid and Education Centre, Units B & C, Golden Crescent, Hayes. The management plan has been developed to ensure the continued safe, efficient, and respectful operation of the Centre, and updated accordingly to demonstrate how the proposed extension can be seamlessly integrated into the current management practices.

The plan outlines operational procedures, security arrangements, safeguarding measures, and community considerations specific to the unique setting of the Centre within a small mixed-use site in Hayes, which accommodates both industrial and community uses. It is designed to provide clear guidance for staff, volunteers, visitors, parents, and the wider community, ensuring all activities are conducted in compliance with relevant statutory requirements, local authority regulations, and best practice standards. The plan prioritises the safety and well-being of all users of the building and the wider site, including nearby commercial users and residential properties, while fostering a welcoming environment for worship, learning, leisure and community engagement.

2.0 HOURS OF OPERATION

- **Quba Masjid & Education Centre:** 8:00am – 10:30pm (roof terraces close by 8:00pm).
- **Nursery:** 8:00am – 6:00pm, Monday–Thursday (closed weekends and holidays).

As a result of the extension, there is no intention to alter the opening hours. Quba Masjid and Education Centre has been operating as a charitable organisation from the existing building since 2016 and has established a positive relationship with all its commercial and residential neighbours. As such, there is no intention to alter the existing operating hours, which the nearby resident's and commercial businesses have become accustomed to.

3.0 ACCESS & PARKING

The Quba Masjid & Education Centre is located in a small enclave of industrial / commercial buildings, albeit building uses immediately neighbouring Golden Crescent are community focussed and residential. Golden Crescent is a one-way road, serving residential properties to the north and south. On one side of this road, double yellow prohibits the parking of cars, and on the other side, properties are generally served by dropped kerbs and driveways, thus prohibiting parking along Golden Crescent to the general public. To ensure the Quba Masjid and Education Centre does not adversely impact vehicular traffic and parking pressure on Golden Crescent or nearby residential streets, a strict policy of no on-site parking is communicated to all patrons. A travel plan is communicated to all users of the centre to encourage sustainable modes of transport, and where this isn't possible, patrons are guided to public car parks and should walk to the Centre.

- Visitors must arrive **on foot**; signage will reinforce this policy.

Nursery-Specific Access:

- A designated **safe drop-off/pick-up zone** will be marked near the entrance for parents/guardians.
- Only registered parents/guardians or authorised individuals may collect children (ID checks required).
- **Parking:** 3 staff spaces reserved for Quba employees only.

4.0 SECURITY & SAFEGUARDING

General Security:

- Onsite personnel and CCTV monitoring during all open hours.
- All doorsets compliant with PAS24
- Duty manager to ensure that alarm systems is activated.
- Signing in book to be completed on entry.
- All visitors to sign out when leaving.

Nursery Safeguarding Measures:

- **Staff Vetting:** All nursery staff and volunteers must pass enhanced DBS checks and safeguarding training.
- **Secure Access:** Nursery area to have a **separate, locked entrance** accessible only via staff-controlled keypads.
- **Visitor Policy:** All non-staff entering the nursery must sign in, provide ID, and wear visible visitor badges.
- **CCTV Coverage:** Cameras installed in nursery communal areas (excluding toilets/changing areas) to monitor child safety.
- **Incident Reporting:** Designated safeguarding leads (2 trained staff members) will log and address concerns promptly.

5.0 NURSERY OPERATION

Staff-to-Child Ratios:

Compliance with Ofsted standards (e.g., 1:4 for under-2s, 1:8 for 3–5-year-olds).

Health and Safety:

- Daily risk assessments of play areas and equipment.
- First-aid trained staff on-site at all times.
- No child may leave the nursery unsupervised (e.g., for mosque visits) without prior parental consent.

Parental Communication:

- Regular updates via a secure app or email.
- Clear policies shared on illness, allergies, and emergency contacts.

5.1 FACILITIES ADJUSTMENTS

Dedicated Nursery Space: A self-contained area with:

- Child-friendly toilets and handwashing stations.
- Age-appropriate play and learning zones.
- Secure outdoor play area (separate from roof terraces).

Noise Management:

- Soundproofing added to nursery walls to minimize disruptions to prayers/classes.

5.2 WASTE MANAGEMENT

Nursery Waste

- Separate bins for nappies, food, and general waste, emptied daily.
- Hazardous waste (e.g., nappies) stored in sealed containers and removed on designated collection days.

5.3 FOOD & HYGENE

- **Nursery Snacks:** Only pre-packaged or cold meals/snacks permitted (no reheating).
- Allergies: Strict no-nut policy; parents must declare dietary requirements.
- Surfaces and toys sanitised daily.

5.4 EMERGENCY PROCEDURES

- **Fire Drills:** Monthly drills tailored for nursery evacuation (staggered schedules to avoid mosque prayer times).
- **Lockdown Protocol:** Training for staff to secure nursery areas in case of external threats.

6.0 FACILITY USE AND MANAGEMENT

- Prayer halls, classrooms, and communal areas will be cleaned daily.
- Roof terraces will be inspected and secured by 8:00pm.
- Maintenance checks for security, fire safety, and hygiene will be conducted weekly.
- Clear evacuation routes and fire safety equipment will be maintained and regularly inspected.

7.0 STAFF & VOLUNTEER MANAGEMENT

- Staff and volunteers will be briefed on all operational policies, including access, security, and emergency procedures.
- A staff rota will ensure coverage for reception, security, and cleaning throughout operating hours.
- Staff using parking spaces must display valid permits.

8.0 COMMUNITY & NEIGHBOUR RELATIONS

- The management will maintain open communication with neighbouring businesses to address any concerns.
- Contact details for the mosque's management will be displayed at the entrance for feedback or incident reporting.

9.0 SUMMARY

This comprehensive plan ensures the safe, respectful, and efficient running of the Quba Masjid & Education Centre, prioritising the welfare of all users and maintaining positive relations with the local community, including nearby residents and commercial businesses.

Summary Table:

Area	Policy/Procedure
Hours of Operation	Mosque: 8:00am–10:30pm; Nursery: 8:00am–6:00pm
Access	By foot only; staff parking only (3 spaces)
Security	Onsite security and CCTV during open hours
Safeguarding	DBS checks, secure access, CCTV, safeguarding leads
Noise	No amplified call; terraces close by 8:00pm
Waste Management	Secure, ventilated bin store; collection day access only
Food	No hot food preparation onsite;
Maintenance	Daily cleaning; weekly safety checks
Staff Training	Mandatory safeguarding and pediatric first aid