

# BUCKINGHAMSHIRE COMMUNITY WELLBEING HUB

## Buckinghamshire Community Wellbeing Hub Handbook

Chalfonts & Gerrards Cross

**AWARDED PLACE OF THE  
YEAR AT THE 2025  
EXCELLENCE IN HEALTH  
CREATION AWARDS!**



## CONTENTS

Introduction.....	3
BCW Hub Values and Commitments .....	4
Key Hub Information.....	5
Hub location .....	5
Hub Opening Times .....	5
The BCW Hub Team .....	5
Hub Bookings .....	5
Arrival Onsite .....	6
Parking.....	6
Wi-Fi.....	6
Refreshments.....	6
General Information about the Hub/Meeting Areas .....	7
Our Values in Action – Creating a Harmonious Community.....	7
Data Protection.....	7
Safeguarding.....	8
HEALTH AND SAFETY.....	8
First Aid.....	9
Fire Safety .....	9
Evacuation.....	9
Smoking and E-Cigarettes .....	10
Risk Assessments / Wellbeing Activities and Events.....	10
Photographs and Videography.....	11
Anti-Social Behaviour .....	11
Reporting Requirements and Data Management .....	11
Raising Concerns and Complaints.....	12
Feedback and Suggestions .....	12
Opportunities for Students .....	13
Acknowledgements- .....	13
Policies and Procedures.....	13

## INTRODUCTION

We are delighted to welcome you to the Buckinghamshire Community Wellbeing Hub (BCW Hub). Registered Charity: CIO 1210830.

The BCW Hub, located at Chalfonts and Gerrards Cross Hospital is proud to be funded by Friends of Chalfonts and Gerrards Cross Community Hospital. Their support enables us to develop and deliver a dedicated space for health, wellbeing and social care activities that benefit the local community.

The Hub aims to provide a one stop shop for prevention, intervention, signposting and support. Furthermore, the Hub also aims to provide a welcoming, accessible, safe space where residents can get the right help at the right time; subsequently reducing crisis, promoting independence, and building stronger, healthier communities. The Hub works in a way which:

- Provides a collaborative, multi-agency space focused on early intervention, prevention and wraparound support.
- Enables a co-location of services from Health, Social Care and VCSE partners.
- Produces seamless referrals, shared care planning and person-centred working.

This handbook applies to all users of the Hub and has been designed as a welcoming accessible reference document. It sets out the main guidelines and procedures to ensure your visit is efficient and enjoyable.

This handbook will be reviewed regularly, in alignment with relevant policies, and we welcome feedback from stakeholders.

If you have any questions about this guide, please contact **Claire Tilson** (Buckinghamshire Community Wellbeing Hub Manager).

Best Wishes

*Buckinghamshire Community Wellbeing Hub Team*

[events@buckscommunityhub.com](mailto:events@buckscommunityhub.com)

Tel: 07834406268

At the BCW Hub, we believe that shared values and commitments form the cornerstone of our collaborative efforts. These values and commitments were thoughtfully co-designed with input from key dedicated staff and valued health and social care professionals, and voluntary, community and social enterprise (VCSE) provider partners. They reflect our collective dedication to creating a space that promotes the health and well-being of our community. We invite you to take a moment to review and embrace these guiding principles that underpin our shared vision.

**Always learning** - showing a commitment to learning new things; being open to innovation and striving for improved practices; suggesting and supporting new ways of working; being passionate about learning and supporting the future workforce to learn and build skills; finding and developing practice placement opportunities for learners.

**Leading supportively** - demonstrating patience and openness to sharing knowledge, providing leadership and role modelling to those learning a new profession or skill.

**Working together** - valuing teamwork and collaboration; fostering a positive and encouraging environment with opportunities to find solutions and identify improvements to practice with others; demonstrating a commitment to co-production.

**Act respectfully and fairly** - ensuring all users of the Hub are treated equally and respectfully, regardless of background, skill level or seniority; show respect to clients/patients/residents of the Wellbeing Hub and offering help when appropriate; treating the Hub space with respect (ensuring it remains tidy and functional for other users).

**Sharing resources** - using the space in a way that is fair to colleagues, sharing resources and specialist knowledge to support others, and being flexible in the way the space is used to accommodate others needs when required.

**Commitment to accessibility** - ensuring activities are inclusive and accessible and the needs of those accessing the Hub are met.

**Showing kindness and compassion** - contributing to a friendly and welcoming environment; demonstrating kindness, understanding to others, and evidencing a commitment to wellbeing and good mental health by role-modelling good practice; participating and promoting wellbeing activities and contributing to a supportive, positive, and stress-free environment.

**Sharing information and ideas** - contributing to the ongoing development of the Wellbeing Hub by proactively sharing ideas and improvements; contributing to evaluation and auditing of Hub practices; facilitating work that supports learner opportunities/experiences and evidencing how the space is adding value to your work.

## KEY HUB INFORMATION

The BCW Hub team may be contacted via email; [events@buckscommunityhub.com](mailto:events@buckscommunityhub.com) or by calling 078344 06268.

## HUB LOCATION

Chalfonts & Gerrards Cross Hospital,  
Hampden Road,  
Chalfont St Peter,  
Gerrards Cross,  
SL9 9DR.

## HUB OPENING TIMES

The Chalfonts and Gerrards Cross Hub is open Monday, Tuesday and Friday from 9am - 5pm.

## THE BCW HUB TEAM

The Wellbeing Hub team consists of:

<b>BCW Hub Manager</b>	<b>Claire Tilson</b>
<b>BCW Hub Coordinator</b>	<b>Eloise Waring</b>

## HUB BOOKINGS

Bookings requests are made by emailing [events@buckscommunityhub.com](mailto:events@buckscommunityhub.com) You will then receive a booking form to complete; Buckinghamshire Community Wellbeing Hub Booking Form. Please ensure you have completed all sections and that you have sent the form in a minimum of one week in advance so we can check availability. Your booking can only be confirmed on receipt of the booking form, and you will receive a confirmation email confirming your booking.

48 hours' notice period is kindly requested for any cancellations by emailing [events@buckscommunityhub.com](mailto:events@buckscommunityhub.com)

## ARRIVAL ONSITE

Please ensure you and, if applicable, your service user/client(s) sign inside the Hub upon arrival and when departing. This is essential to ensure fire safety guidelines are followed.

## PARKING

Chalfonts & Gerrards Cross Hospital offers onsite parking which is managed by Saba, please see the below tariffs:

- Up to 60 minutes: Free.
- 1 - 2 hours: £3.50.
- 2 - 3 hours: £5.
- 3 - 4 hours: £6.50.
- 4 – 24 hours: £9.

In close proximity to the Hub is Chalfont St Peter High Street where vehicles can be parked for up to 60 minutes for free.

To travel by bus to the Hub:

- Gerrards Cross Station: Bus number 104 or 106.
- Chalfont St Giles, London Road: Bus number 104 or 107.
- Seer Green Station: Bus number 104.

In addition, please note that local councils provide support to those who need assisted transport to health facilities.

Chalfonts and Gerrards Cross Hospital has dedicated disabled bays (Blue Badge spaces) which are located near to the main entrance.

## WI-FI

To connect to the Hub's Wi-Fi please connect to 'BHT\_Public' on your device. If working correctly an 'Acceptable Use Policy' should appear, please read thoroughly before clicking accept if you agree to the stated terms and conditions. If you are connecting on your mobile device then you may see one further pop up highlighting a 'Cookie Policy,' once accepted you should be permitted to use the Wi-Fi.

\*We strongly recommend coming along and checking your internet access earlier to your session to ensure the internet is accessible to avoid any delay in the start time of your session. \*

## REFRESHMENTS

Refreshments are not provided in the BCW Hub. There is use of a kettle and fridge with the addition of washing up facilities at the Hub for those users who would like to bring their own tea/coffee & catering supplies.

Please be reminded that the kitchen is shared by others, kindly leave the area how you found it for the next users.

## GENERAL INFORMATION ABOUT THE HUB/MEETING AREAS

- The day-to-day running of the BCW Hub is the Hub Manager's responsibility.
- The user is responsible for ensuring that the BCW Hub is left clean and ready for use by the next user.
- The BCW Hub takes no responsibility for any goods, materials, equipment, clothing or other articles brought or left in the BCW Hub by the user or persons using the Hub, at the user's invitation.
- Chalfonts and Gerrards Cross Hospital is disability friendly and has fully accessible facilities.
- Please be mindful this is a shared multi-functional space and there may be some walk through of the co-working space. If you have booked a meeting/training space, you will be allocated the whole area where no other activities will be taking place.

## OUR VALUES IN ACTION – CREATING A HARMONIOUS COMMUNITY

At the Buckinghamshire Community Wellbeing Hub, we are dedicated to creating an inclusive, welcoming space that celebrates the rich diversity of our community. Our values centre around respect, collaboration, and the shared pursuit of a vibrant and harmonious environment.

We encourage activities that foster unity, understanding and collaboration within our diverse community. Events promoting cultural exchange, educational programmes and inclusive community-building initiatives are at the heart of our mission. However, the BCW Hub reserves the right to preserve the neutrality and inclusivity of our space, by restricting activities that involve overtly religious services, explicit political campaigns, or any other events that may compromise the neutral and welcoming nature of our Hub.

## DATA PROTECTION

- The BCW Hub is fully compliant with the requirements of the Data Protection Act (2018) and adheres to data protection laws relating to the handling of personal information relating to safeguarding concerns.
- Personal data will be stored securely, used responsibly and only kept for as long as necessary.
- It is expected that organisations and professionals using the BCW Hub have completed their organisations in-house Data Protection/GDPR mandatory training.

- There are facilities available onsite to dispose of your confidential waste. Organisations are responsible for maintaining their confidential information in line with GDPR and data protection policies.

## SAFEGUARDING

It is expected that organisations and professionals using the Hub have completed their in-house mandatory safeguarding training. Please ensure you have read our Safeguarding Policy prior to use. Key information:

- When members of the public, including under 18s and adults at risk, use our facilities we require them to adhere to our safeguarding policy. It is also essential for them to provide information on their own safeguarding measures for their attendees. We ensure that our commitment to a safe and inclusive environment extends to all visitors, no matter the purpose or duration of their visit.
- It is expected that professional users and organisations using the BCW Hub will follow their own organisations safeguarding policies and procedures.

As a reminder, if you have a safeguarding concern, there are several ways you can report it to ensure the safety and wellbeing of everyone involved.

**If you believe there is an immediate risk of significant harm or if anyone is in immediate danger, always call the police on 999.**

<b>Safeguarding Lead</b>	<b>Claire Tilson (Hub Manager)</b>	<a href="mailto:Claire.tilson@bucks.ac.uk">Claire.tilson@bucks.ac.uk</a>
--------------------------	------------------------------------	--

## HEALTH AND SAFETY

It is expected that organisations using the BCW Hub have completed their in-house training. The BCW Hub is committed to ensuring your health, safety and welfare whilst you are visiting. If you become aware of any potential hazard or unsafe conditions, please do not hesitate to highlight them to the Hub Manager; Claire Tilson, or the Hub Coordinator; Eloise Waring.

You are required to take all reasonable steps to safeguard your health and safety and that of any person(s) who may be affected by your actions. All users are expected to observe and adhere to all published health, safety and fire rules and procedures.

Any accident or incident, major, minor or near miss, should be reported to Main Reception. The process followed by the Hospital means that the clinic will progress the matter via DITEX (risk management system) and subsequently their superiors. The reception will also complete a risk management assessment, and the matter will be raised to their management team.

## FIRST AID

There are various persons available within the Chalfonts and Gerrards Cross Hospital who can provide first aid. In the instance this is required, should expert help be needed, you should call upon the emergency services, either via Main Reception on 014940323629 or by dialling (9)999 and asking for an ambulance. Either way, you must give precise details of the location of the injured person.

Unless unavoidable, do not leave the injured person alone whilst summoning help. You should, inform the Main Reception so that they can arrange for someone to direct the ambulance personnel.

For your awareness a resuscitation trolley is available within the Hospital, and this is monitored and managed by the District Nursing team who are positioned upstairs within the location.

## FIRE SAFETY

All users of the BCW Hub must adhere to the fire alarm procedure and evacuate as indicated.

If you discover a fire, immediately operate the nearest fire alarm call point. Having done so, report the circumstances to the Main Reception on 014940323629 who will call the Fire Brigade. If the fire, or another emergency, occurs outside normal staffing hours you should call the Emergency Services by dialling (9)999. If you know how, and it is safe to do so, attack the fire with a suitable fire extinguisher, but do not take personal risks.

The fire alarm within Chalfonts and Gerrards Cross Hospital is a continuous alarm. On hearing the alarm, it is a single stage immediate evacuation of the premises.

To note, there are no specific fire wardens/marshals within the Hospital, if a fire takes place the most senior person of each department assumes the role.

## EVACUATION

On hearing the fire alarm sound continuously, leave the building by the nearest exit. In doing so, do not: use the lift, run, or take any unnecessary risks, and please leave all belongings. Evacuation is simultaneous through the nearest fire exit.

Fire assembly points are located within the car park to the Hospital. There are no visual maps of the evacuation points. There is directional signage (running men signs) that direct you to your nearest fire exit.

**If you are, or you are with, a disabled person and it is not possible to leave the building safely via the stairs, you should telephone Reception via 014940323629 to determine the source of the emergency. You can then move to a safe part of the**

**building on the same floor or, if appropriate, remain where you are, having informed Reception of your location.**

**Do not leave disabled persons on their own.**

## SMOKING AND E-CIGARETTES

Smoking and the use of E-Cigarettes is not permitted anywhere on site. There is a strict no smoking policy within the Hospital.

## RISK ASSESSMENTS / WELLBEING ACTIVITIES AND EVENTS

As part of our BCW Hub objectives we welcome inclusive Mental and Physical Wellbeing activities and services that will benefit our staff, students, and wider community. These activities can range from gentle exercise and social/supports groups to team building and training sessions.

- Each facilitator will complete own risk assessment to reduce or suitable control any associated risk, to the health, safety and wellbeing of persons involved with or effected by the activity in question.
- The risk assessment will be signed and once approved by the BCW Hub Manager. A copy will be kept on file, in line with the Hub Data Protection protocols. **Please note that activities will not be able to take place until a completed risk assessment is received.**
- If the activity involves working with vulnerable adults or children each activity facilitator must have an up-to-date DBS check in line with their organisations recruitment policy.
- Please be reminded that professionals will also be using the same space, it would be appreciated if you could inform your guests to be respectful when manoeuvring around the BCW Hub and try to keep noise to a minimum.
- For any events, you are welcome to move and adjust tables and chairs to suit your requirements, however we ask that you return all furniture and equipment to it's rightful place and ensure the BCW Hub is clean and tidy before leaving. Please take any rubbish with you.
- Decorations and posters are permitted for events however these will need to be put up and removed by the host. Please only use blue tack.
- We have limited resources in the BCW Hub so please ensure you bring all you need for the event with you.

## PHOTOGRAPHS AND VIDEOGRAPHY

At BCW Hub, we often use photographs of people on our website and in publications to provide important information, publicise our services or record special events. Please be assured that this is completely your decision, and we understand if you would prefer not to be filmed or photographed, please let us know if you would like to opt out.

Please help us spread the word...if you enjoyed your experience and post about your use or any activities within the BCW Hub, please hashtag #bcwhub and tag us on our LinkedIn page - Buckinghamshire Community Wellbeing Hub and #ClaireTilson or send us your photos [events@buckscommunityhub.com](mailto:events@buckscommunityhub.com) so we can share your experience.

## ANTI-SOCIAL BEHAVIOUR

All security-related incidents, including issues surrounding Anti-Social Behaviour, will be managed by the Main Reception. Please report all incidents to Main Reception via calling 014940323629 or in the case of an emergency dial 999. It is important to note that there is no security on site but there is CCTV in operation.

Please treat our team with respect, we are here to help your experience be a pleasant one. We will not tolerate any verbal abuse, aggressive or violent behaviour towards, our staff or any BCW Hub users. This will result in you being required to vacate the premises immediately.

## REPORTING REQUIREMENTS AND DATA MANAGEMENT

The creation and development of the BCW Hub is supported with external funding and we are required to provide funders data about how the Hub is being used to benefit health and social care professionals, learners, and our communities.

We will collect and securely store the following information with the purpose of demonstrating the benefits of the BCW Hub and the impact to the wellbeing of our communities:

- Organisation Name
- Type of activity hosted at the Hub
- Number of attendees
- Postcode of attendees (only the outward code, e.g., HP19)
- Frequency of visits
- Facility requirements

We will collect the following information to keep you updated with new opportunities at the Hub and to inform you of any emergencies or requirements to close the Hub at short notice.

- Your name
- Email address

At six monthly review points, we may ask your permission to share any high-level anonymous performance data you hold that would be relevant to the evaluation of the Hub.

## RAISING CONCERNS AND COMPLAINTS

If you wish to raise a concern or make a complaint about your experience of the BCW Hub, and you are not a member of Hospital staff or a current learner, please follow the advice below.

Please be assured all complaints will be treated as confidential and will be handled with sensitivity at every stage of the process.

### 1. **Early resolution-**

- First, please try to resolve the matter informally by consulting with either the person who has caused the concern, with that person's line manager, or with another appropriate person who is member of staff connected to the Hub.

### 2. **Formal complaint-**

- If the matter cannot be resolved through early resolution, you should put the details of your complaint in writing to the BCW Hub Manager, [Claire.Tilson@bucks.ac.uk](mailto:Claire.Tilson@bucks.ac.uk). If the matter relates to the Hub Manager, You are welcome to indicate in your correspondence the form of remedy you deem appropriate.
- The appropriate member of staff will explore the matter and respond within 28 working days of receipt.
- Please note – for a complaint to be considered, these details must normally be received by the appropriate member of staff no later than 28 working days after the date on which the event causing the complaint occurred. If received any later, the appropriate member of staff will exercise discretion as to whether to explore the matter.

### 3. **Request a review-**

- If you are dissatisfied with the response, you are welcome to request that the matter be escalated to the BCW Hub Trustees. You must do this within 10 working days of the formal complaint outcome. They will assess the response given to ensure it is reasonable and will advise on appropriate action within 15 working days of receipt.

## FEEDBACK AND SUGGESTIONS

At BCW Hubs we value any feedback or suggestions you may have regarding your experience with us. It serves as a guiding resource for the growth of our BCW Hubs and we value your opinion.

We encourage you to give us any feedback and/or suggestions, and at times will ask for a brief survey/questionnaire to be completed.

## OPPORTUNITIES FOR STUDENTS

One of the key objectives of the BCW Hub is to provide opportunities for learners to develop skills and gain work experience, including volunteering, placements, job shadowing and training. All partners engaged at the Hub agree to the guiding principles and values of the Hub, including the provision of opportunities for learners. You will be asked what opportunities you can provide for learners as a partner in the Hub, and this will be reviewed every 6 months.

Some of the ways you can involve learners include:

- Identifying a support role to be filled by a Student Volunteer.
- Offering time for a student to shadow you.
- Saving space in training and learning opportunities for students to participate.
- Welcoming a student to co-facilitate a group or shadow a facilitator.
- Offering a careers discussion.
- Supervising learners on placement.

The BCW Hub Manager, Hub Coordinator and Project Leads are happy to explore ways of involving learners with you and can provide support to create new opportunities

## ACKNOWLEDGEMENTS-

The BCW Hub project team would like to extend our thanks to all our valued key collaborators, BNU champions, volunteers and partners for the contribution towards the co-designing of the Buckinghamshire Community Wellbeing Hub.

We are so grateful for your time, enthusiasm, ideas and feedback.

## POLICIES AND PROCEDURES

For the BCW Hub's policies and procedures please visit our website via <https://buckscommunityhub.com/policies>