

BUCKINGHAMSHIRE COMMUNITY WELLBEING HUB

Buckinghamshire Community Wellbeing Hub Handbook

Aylesbury

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



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INTRODUCTION

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

The BCW Hub is proud to be a registered charity. 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 3 main objectives of the BCW Hubs are:

- A physical space for health and social care professionals and VCSE (voluntary, community and social enterprise) providers to collaborate and co-locate services to improve the health and wellbeing of citizens.
- Provide opportunities for students to develop skills and gain work experience, including volunteering, placements, job shadowing and training.
- Support student wellbeing and mental health in complement with existing BNU services.

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

welcome@buckscommunitywellbeinghub.com

Tel: 07834406268

BCW HUB VALUES AND COMMITMENTS

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 directly via email at welcome@buckscommunityhub.com or via 07834 406268.

HUB LOCATION

Aylesbury Campus
59 Walton Street
Aylesbury
HP21 7QG

HUB OPENING TIMES

Monday	9:00 – 17:00
Tuesday	9:00 – 17:00
Wednesday	9:00 – 17:00
Thursday	9:00 – 17:00
Friday	9:00 – 17:00

THE BUCKINGHAMSHIRE COMMUNITY WELLBEING HUB TEAM

The Wellbeing Hub team consists of:

BCW Hub Manager	Claire Tilson
BCW Hub Coordinator	Aamna Ahmad

HUB BOOKINGS

Bookings requests are made by emailing welcome@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 welcome@buckscommunityhub.com

ARRIVAL ONSITE

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

PARKING

Unfortunately, there are no onsite parking facilities at the Aylesbury Campus. The nearest available car parks are:

- *Walton Street Carpark* (HP21 7QP) – this is a pay and display carpark open 24 hours a day. There are no electronic vehicle facilities. [Walton Street car park \(Aylesbury\) | Buckinghamshire Council](#)
- *Waitrose Pay & Display Carpark* is situated at the rear of the campus. [Waterside car park \(Aylesbury\) | Buckinghamshire Council](#)
- There are three Disabled carparking bays on the Aylesbury Campus

WIFI

- All visitors can use the public domain WIFI Guest. Once connected you will be asked to enter your mobile telephone number to receive a code. ** Please note this is an unsecured network**
- To connect to the University's secured Wi-Fi, you will first need to contact the IT Service Desk so they may grant you visitor access to Eduroam. IT will require some key information to provide WiFi access, such as your full name (first name and surname), a contact mobile telephone number or email address (as the username and password will be sent to you via SMS or email, depending on the information you provide us).
- You may contact IT Service Desk by emailing IT@bucks.ac.uk or calling 01494 605000. When you contact the team, please ensure you indicate that your request relates to Eduroam visitor access.
- The code you receive is valid for 1 month – once the code becomes invalid, you will be required to re-contact IT to extend your access. It is recommended that this is actioned a week prior to your visit to the Wellbeing Hub. When access is extended, your username and password will remain the same.

REFRESHMENTS

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

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

GENERAL INFORMATION ABOUT THE HUB, CONSULTATION PODS AND 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.
- Fully soundproofed and frosted consultation pods are available to use, as well as soft furnishings, we kindly ask that no drinks or food are to be consumed in these areas.
- Aylesbury hub campuses are disability friendly and have 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.

AYLESBURY BNU CAMPUS FACILITIES

- Private Breast-feeding room
- Foot Washing facilities
- Prayer room

These facilities can be utilised by users of the BCW Hub. If the Prayer room is required, please go to main reception where you will be given a Prayer Room pass from security.

DATA PROTECTION

- BNU 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.

Safeguarding Lead	Claire Tilson (Hub Manager)	claire.tilson@bucks.ac.uk
Safeguarding Lead BNU	Director for Student Success	safeguarding@bucks.ac.uk
Deputy Safeguarding and Prevent Lead	Head of Student Wellbeing	safeguarding@bucks.ac.uk

[Please see our Safeguarding Policy for further information.](#)

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 to the Hub Manager, Claire Tilson, or the Hub Coordinator, Aamna Ahmad.

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 and an incident form should be completed and returned to Security.

FIRST AID

First Aiders are persons who volunteer to assist in the provision of a first aid service to the University. First Aiders may not, for a variety of reasons, be available. In this instance, should expert help be needed, you should call upon the emergency services, either via Main Reception (ext. 5000) 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 Main Reception so that they can arrange for someone to direct the ambulance personnel.

Aylesbury Campus: The nearest first aid box and defibrillator is situated in the *main reception on the Ground Floor* of the Aylesbury campus.

BNU First Aiders:

Aylesbury Campus	
Jason Hare	Operations Officer
Olivian Moise	Security Officer

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 University Reception (ext. 5000), who will call the Fire Brigade. If the fire, or other emergency, occurs outside normal staffing hours you should call the Fire Brigade 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.

There are 2 fire alarm warning sounds at BNU:

- Intermittent bell – means warning
- Continuous bell – means evacuate

Fire Marshalls:

Aylesbury Campus	
Jason Hare	Operations Officer
Olivian Moise	Security Officer (based at Main Reception)

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. Report to the nearest assembly point (diagrams below) which are primarily situated in campus car parks.

On Aylesbury campus, there are two evacuation points:

- adjacent to the bike shelter at the front of the building
- by the waterfront outside the onsite basin café.

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 (ext. 5000) 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 venue.

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 BNU 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.

PHOTOGRAPHY 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 or send us your photos to welcome@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 security officers on site, if required. All BNU security officers are well-trained and licensed to deal with anti-social behaviour issues. In addition, they are trained in First Aid and Mental Health First Aid.

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 BNU 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. 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 opinions.

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>

