

Buckinghamshire Community Wellbeing Hub (BCWH)

**Learner and Volunteering
December 2024**



BUCKINGHAMSHIRE
COMMUNITY WELLBEING HUB

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Introduction

We are delighted to welcome you to the Buckinghamshire Community Wellbeing Hubs (BCW Hubs). The Buckinghamshire Community Wellbeing Hub begun as a joint initiative between Buckinghamshire New University and Buckinghamshire Health and Social Care Academy and is now a Charitable Incorporated Organisation. These are dedicated spaces designed to support the health and well-being of individuals and local communities. The Hubs bring together a wide range of health and social care professionals and voluntary, community and social enterprises (VCSE) to provide services and resources to address emotional and social wellbeing.

One of the key aspects of the BCW Hubs is to support the social prescribing link workers who support individuals with signposting to community activities to improve their health and wellbeing in things like art and craft groups, knit and natter, gentle exercise, and support groups.

The 3 main objectives of the BCW Hubs are:

- A physical space for health and social care professionals and voluntary, community and social enterprise (VCSE) 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 services.

This handbook applies to all learners and volunteers accessing the BCW 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.

If you have any questions about this guide, and any additional questions about working and learning at the BCW hubs please contact **Claire Tilson** (Buckinghamshire Community Wellbeing Hub Manager).

Best Wishes

Buckinghamshire Community Wellbeing Hub Team

BCWH@bnu.ac.uk

Tel: 07834406268

<https://buckscommunityhub.com/>

Purpose and Scope

The purpose of this handbook is to outline the expectations and guidelines for volunteers and learners on placement or job shadowing at the Buckinghamshire Community Wellbeing Hub (BCW Hub).

Our goal is to create a positive, respectful, and productive environment where volunteers and learners can contribute meaningfully while benefiting from valuable experiences that enhance personal and professional development.

Mission Statement

The Buckinghamshire Community Wellbeing Hub aims to:

- Create 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.

BCW Hub Values

All Volunteers and Learners are expected to adhere to the BCW Hub values:

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; demonstrate 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, 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.

Learning Opportunities available on Placements, Work Experience, and Job Shadowing

At the BCW Hubs, we prioritise creating a rich learning environment for learners, offering a diverse range of opportunities for personal and professional growth. Here are some key learning opportunities:

Observational Learning:

- Gain insights through job shadowing with a wide range of health and social care providers and voluntary, community and social enterprises (VCSE).
- Observe professionals addressing the health and wellbeing needs of individuals through personalised support and community-based services.

Collaboration with Diverse Services:

- Engage actively with various health and social care providers, as well as voluntary, community, and social enterprises (VCSE).
- Explore the collaborative and comprehensive approach to wellness through interactions with professionals from diverse backgrounds.

Participation in Wellness Programmes:

- Observe or take part in wellness activities such as exercise classes, gardening groups, craft workshops, and social activities like 'knit and natter' groups.
- Understand the positive impact of these programmes on individuals' health and wellbeing.

Additional Learning Opportunities:

- *Training sessions:* Attend training sessions to enhance your skills and knowledge in relevant areas.
- *Co facilitating groups:* Participate in or shadow facilitators during group sessions.
- *Befriending support:* Provide support to participants of groups through befriending initiatives.
- *Career discussions:* Engage in discussions about career paths and opportunities in the field.
- *Experience with Communication:* Develop communication skills, including assessing risks and working collaborating as part of a team.
- *Researching opportunities:* Engage in activities related to researching and evaluating the effectiveness or impact of various aspects within the hub's programmes or services. This could involve gathering information through surveys or other methods to understand the participants' perspectives and experiences.
- *Administration and IT skills:* Gain practical experience in administrative tasks and IT skills.

- *Contribution to Voluntary Organisations:* Play a role in the smooth running of a voluntary organisation, making a real difference to people's lives.
- *Develop writing skills:* Enhance your writing skills and gain experience in communications across a range of digital channels.

These varied opportunities aim to provide a holistic and enriching learning experience during your time at the BCW Hubs.

Volunteering opportunities

Please note, this is not intended as an exhaustive list and specific duties may vary with each organisation:

- Complete an introduction with the organisation you'll be working with, receiving any required and appropriate training and support.
- Assist with the planning, set up, and clear-up of groups and activities.
- Assist group/activity coordinators with leading groups and activities (e.g., games, crafts, music, exercise, yoga, etc.).
- Participate in activities alongside service users/residents .
- Engage and chat with residents/service users over mealtimes or tea and biscuits.
- Assist with the facilitation of support groups and 'Talking Cafes' in the community.
- Assist social prescribers with researching and updating information about local social and support activities.
- Assist with the welcome and registration of participants to groups and activities.
- Help create promotional materials for groups and activities.
- Assist with gathering feedback from participants about their experience/satisfaction with the activity or group.
- Update spreadsheets and other digital storage files/databases.
- Assist with the creation of email newsletters for members & supporters.
- Assist with the monitoring of website and social media platform engagement.
- Maintain and update databases and include appropriate information from all departments/teams.
- Plan ideas for/design/deliver multi-media communications materials.
- Assist with the planning, set up and coordination of events.
- Assist with the promotion of events through social media, creating marketing materials, and engaging with potential attendees.

- Assist with creating new pages, campaigns and content for the organisation's website and social media platforms, including as they relate to fundraisers and events, etc.
- Assist to format and upload various media files onto the organisation's website.

Training and Orientation

All volunteers and learners will receive an orientation to familiarise themselves with Buckinghamshire Community Wellbeing Hub's Mission, Values, Policies and Procedures to ensure you feel confident and equipped in your roles. This will include safeguarding training.

Punctuality

Being on time is essential for volunteers and individuals on placement, as it shows respect for the team, the BCW Hub, and the people we serve. If you are running late, it is important to communicate promptly with the BCW Hub Manager, explaining the situation and providing an estimated arrival time. This helps ensure that any necessary adjustments can be made and that we can continue operating effectively.

Absence and Sickness

If you are on placement or volunteering with us at BCW Hubs, please inform the BCW Hub Manager via email on your first day of absence, the reason for absence, and how long you think the absence will last.

Private/personal details can be shared directly with your placement supervisor. Please note that unauthorised absences will be reported to the practice supervisor/practice assessor/mentor or whoever is supporting you in your placement.

Reasonable Adjustments

At the BCW Hub, we endeavour to make access as easy as possible and make reasonable adjustments for you through your time with us.

If you require any adjustments, please share this information with the BCW Hub Manager, **Claire Tilson** Claire.Tilson@bucks.ac.uk, ahead of the commencement of your placement or volunteering session so we can ensure that these are met.

Wellbeing

At the BCW Hub, we recognise mental health and emotional well-being as a priority. We are committed to providing a supportive environment that promotes mental health and supports individuals to manage any challenges they may face during their time with us. We foster a culture of open communication where volunteers and placement learners are encouraged to seek support if they require help around mental health and emotional well-being.

If you require support, please contact your Placement Supervisor or the BCW Hub Manager. In addition, the services indicated below can be accessed for free:

- Samaritans 116 123 is open 24 hours a day jo@samaritans.org
- MIND 0300 123 3393 <https://www.bucksmind.org.uk/>
- HOPELINEUK 0800 068 414

Health and Safety

The BCW Hub is committed to providing a safe and inclusive environment for all volunteers and learners.

- Volunteers and Learners are required to take all reasonable steps to safeguard their health and safety and that of any person(s) who may be affected by their actions.
- Volunteers and Learners are expected to observe and adhere to all published health, safety, and fire rules and procedures. This includes participating in any required training sessions, reporting hazards, and following all safety procedures.
- Safety guidelines and protocols will be communicated, and you are encouraged to report any safety concerns to the BCW Hub manager.

Safeguarding

Safeguarding is everyone's concern and the BCW Hub is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with the related evidence base, best practice, [Buckinghamshire Safeguarding Adults Board](#) and [Buckinghamshire Safeguarding Children Partnership](#).

If you identify signs or indicators of abuse, neglect, or exploitation involving child or adult at risk you must inform the BCW Hub Designated Safeguarding Lead (DSL) immediately. If the DSL is unavailable, report concerns to the Deputy DSL, the BCW Hub manager or the most senior staff member present.

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

For **urgent safeguarding concerns** the quickest way to notify the First Response team, the front door for Social Care in Buckinghamshire, is by **telephone call**.

Contact details are:

For concerns regarding **adults at risk**:

- Working Hours: 0800 137915 or 01296 383204
- Out of Hours: 0800 999 7677 (Emergency Duty Team)

Email: ascfirstresponse@buckinghamshire.gov.uk

Portal: <https://www.buckssafeguarding.org.uk/adults/board/report-a-concern/>

For concerns regarding **children and young people** (under 18 years):

- Working Hours: 01296 383962
- Out of hours: 0800 999 7677 (Emergency Duty Team)

Email: Secure-cypfirstresponse@buckinghamshire.gov.uk

Portal: [Raise a Concern Online Form](#)

Disclosure and Barring Service (DBS) Check

A Disclosure and Barring Service (DBS) check must have been successfully completed prior to your time with the BCW Hub.

A DBS check means a clearance check undertaken by the Disclosure and Barring Service or equivalent bodies; or a request for information about a Learner or Volunteer that may disclose information in relation to that Student/Trainee similar to that provided by a clearance check undertaken by the Disclosure and Barring Service.

Confidential Information

Volunteers and learners are required to maintain confidentiality regarding all information related to service users, staff, and internal operations.

Information shared within the BCW hub should never be disclosed to external parties without prior consent.

Data Protection

The BCW Hub is fully compliant with the requirements of the Data Protection Act (2018) and adheres to data protection laws applicable to the handling of Data. All volunteers and learners are required to respect the personal data and privacy of others.

Personal data will be stored securely, used responsibly and only kept for as long as necessary.

Smoking and E-cigarettes

Smoking is not permitted in the BCW Hubs or outside near any open windows. There are designated smoking areas, and the main reception can advise you on where these are located.

Photographs and Videography

At the BCW Hubs, we often use photographs of people on our website and in publications to provide important information, publicise our services or record special events. You will be given a form to sign that allows us to record that you have given informed consent for images of you to be used in this way.

Please be assured that this is completely your decision, and we understand if you would prefer not to be filmed or photographed.

Social Media Use and Expectations

While volunteering or on placement at the BCW Hub, you are expected to adhere to the following guidelines regarding social media use:

- **Professionalism:** Maintain professionalism in all your social media interactions. Do not post content that could be considered disrespectful, discriminatory, or inappropriate.
- **Confidentiality:** Respect the privacy and confidentiality of individuals accessing the Hub's services. Do not share any personal or sensitive information about clients, staff, learners, or others completing work experience, volunteering, or job shadowing.
- **Appropriate Content:** Avoid posting any content that could reflect negatively on the BCW Hub or its services. This includes photos, videos or comments that are inappropriate or unprofessional.
- **Compliance with Regulatory Guidelines:** If you are studying a professional course, approved by regulators such as the NMC, GMC, HCPC, or SWE, ensure your social media use complies with their specific guidelines.
- **Positive Representation:** Please check with the services accessing the BCW Hubs, their users and BCW Hub staff before sharing anything on social media, we want to ensure content shared is informative and beneficial content that aligns with the Hub's values and mission.
- **Feedback and Concerns:** If you have any feedback or concerns about social media use, please discuss them with the BCW Hub Manager.

By adhering to these guidelines, we will ensure together that the BCW Hub maintains a professional, respectful, and supportive environment for all.

Antisocial Behaviour

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.

Raising Concerns and Complaints

We aim to ensure that your visit is educational, valuable and a positive experience. However, if you wish to raise a concern or make a complaint about your experience of the BCW Hub, please follow the advice below:

1. Early resolution

- First, please try to resolve the matter informally by consulting with either the person who has caused the concern their line manager, or a member of the BCW Hub Team.

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, please contact korinne.leney@gmail.com
- The appropriate person will explore the matter and respond within 28 working days of receipt.

3. Request a review

- If you are dissatisfied with the response, you are welcome to request that the matter is escalated to the Chair of 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.

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

Equality, Diversity, and Inclusion

The BCW Hub values the variety of different views, outlooks, and approaches that a diverse workforce brings. This assists us in providing improved services and increases our understanding of Our service users, learners, and volunteers.

The BCW Hub will do everything to ensure no one receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be shown to be justifiable. The BCW Hub recognises and values people's differences and will assist them in using their talents to reach their full potential.

Insurance

As an individual participating in volunteering or a learner on placement, at the BCW Hub, you will be under the direction and supervision of BNU staff for the duration of your time here. Our liability insurance will cover you and any third parties who may suffer loss due to any negligent acts, under current legislation and common law. This ensures your protection and peace of mind during your time at the Hub.

Related Costs

They may be related costs to your placement at the BCW Hub, such as travel expenses. If you are in financial difficulties and a BNU learner and would like support, information, and guidance please contact suadvice@bnu.ac.uk otherwise please speak to the Hub Manager.

Termination of Services

We strive to provide a positive experience for all volunteers and placement students. However, termination of services may result if there is a violation of policies, misconduct, behaviour inconsistent with the Values of the BCW Hub or in any one or more of the following events:

- Closure of the service
- Volunteer/s or Learner(s) withdrawn from the course/educational program
- Volunteer/s or learner(s) demonstrates unsafe/dangerous behaviour/practice
- Volunteer/s or Learners(s) unfit/unwell to travel or engage/practice
- Where it is considered that the safety of the Volunteer/Learner (s) may be at risk

Key Hub Information

The BCW Hub is located at:

Aylesbury Campus

59 Walton Street

Aylesbury

HP21 7QG

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

Arrival Onsite

- Please ensure you sign in at the main reception desk and sign out on departure. This is essential, to ensure fire safety guidelines are followed.
- Once you have signed in you will be given a BCW Hub visitor badge. These are to be handed back to reception on departure.

Parking

Aylesbury Campus:

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. <https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/find-a-council-car-park/walton-street-car-park/>
- *Waitrose Pay & Display Carpark* is situated at the rear of the campus. <https://www.visitaylesbury.co.uk/additional-parking-for-town-centre-and-theatre-visitors/>
- There are three disabled carparking bays on the Aylesbury Campus

Refreshments

Refreshments are not provided in the BCW Hub. There is an onsite Cafe, which supplies hot and cold beverages and sandwiches for purchase; there is also the use of a kettle and fridge, with washing-up facilities.

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

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.

First Aiders:

Aylesbury Campus	
Jason Hare	Operations Officer
Olivian Moise	Security Officer

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

Fire Safety

All users of the BCW Hubs 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.

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.

Feedback and Evaluation

At the end of the volunteer or placement experience, volunteers and students will have the opportunity to provide feedback and receive a formal evaluation. This feedback helps us improve our services and create better experiences for future volunteers and students.

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.

Acknowledgments:

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

Glossary of Terms, Abbreviations and Acronyms

Term	
BNU	Buckinghamshire New University
BHSCA	Buckinghamshire Health and Social Care Academy
BCW Hub	Buckinghamshire Community Wellbeing Hub
VCSE	Voluntary Community Social Enterprise
Data Protection	Safeguards to protect individuals' personal data and privacy against unauthorised access or breach. Only authorised individuals who need to access an individuals' data will be able to do so.
Safeguarding	Measures taken to protect the health, wellbeing, and human rights of individuals, which allow people — especially children, young people, and adults at risk — to live free from abuse, harm, and neglect.
Confidentiality	Confidentiality involves a set of rules, or a promise usually executed through confidentiality agreements that limits the access or places restrictions on certain types of information.
Consent	The informed agreement by a person for something to happen after they have been informed about risks and consequences
Designated Safeguarding Lead	The designated safeguarding lead (DSL) is a person responsible for ensuring the safety and well-being of children or adults at risk within an organisation. They coordinate safeguarding efforts, provide guidance, and support, and serve as the main contact for safeguarding concerns
Risk Assessment	A process for identifying potential risks or hazards and assessing the level of risk presented. This helps to inform decision-making and develop appropriate controls or strategies.
Disclosure and Barring Service (DBS) Check	A process of gathering information about an individual to determine if they are suitable for certain types of work, particularly work involving children or vulnerable adults

