Buckinghamshire Community Wellbeing Hub Handbook
Sept 2024

BUCKINGHAMSHIRE COMMUNITY WELLBEING HUB

BUCKINGHAMSHIRE NEW UNIVERSITY EST. 1891

Buckinghamshire Health & Social Care Academy

BUCKINGHAMSHIRE NEW UNIVERSITY EST. 1891

Contents

We are delighted to welcome you to the Buckinghamshire Community Wellbeing Hubs (BCW Hubs).

The BCW Hubs are a partnership of Buckinghamshire New University (BNU) (bucks.ac.uk) Institute for Health and Social Care and Buckinghamshire Health and Social Care Academy (BHSCA) (bhsca.co.uk).

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 BNU policy, 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
bcwh@bucks.ac.uk
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 request (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 Hubs are located on the following campuses:

Aylesbury Campus
59 Walton Street
Aylesbury
HP21 7QG

High Wycombe Campus
Sports and Wellbeing Clinic
Queen Alexandra Road
High Wycombe
HP11 2JZ

Opening Times

Aylesbury Campus		**High Wycombe Campus**	
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*

Please note there is some flexibility, on request, in opening times including Saturdays. Please speak to the BCW Hub team if these times do not meet your individual requirements. The BCW Hub manager reserve the right to limit out-of-hours bookings to preserve the wellbeing of staff.

The BCW Hub team may be contacted directly via email bcwh@bucks.ac.uk or via 0783 4406268.

The Buckinghamshire Community Wellbeing Hub team

The Wellbeing Hub team consists of:

BCW Hub Manager	**Claire Tilson**
Operations Officer (Aylesbury)	**Jason Hare**
Security Officer (Aylesbury)	**Olivian Moise**
Security Officer (High Wycombe)	Ext. 5000

Hub Bookings

- Booking requests are made via emailing bcwh@bucks.ac.uk. You will then receive a booking form to complete: Buckinghamshire Community Wellbeing Hub Booking Form. Please ensure you have completed all selections and send 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 within 24 hours.

- 48 hours' notice period is kindly requested for any cancellations by emailing bcwh@bucks.ac.uk or calling 0783 4406268. The BCW Hub mobile phone will be available between the working hours of 9am – 5pm (with a voicemail facility outside these hours, which will be checked on the next working day).

- In the event of the University closing due to a Major Incident, your booking will be added to the BCW Hub outlook calendar where we will store your name, email address and the telephone number you provided on the booking form, so we are able to contact you. You will be notified via telephone or email as soon as reasonably possible.

Arrival onsite

- Please ensure you and, if applicable, your service user/client 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.

- There are three Disabled carparking bays on the Aylesbury Campus

High Wycombe Campus:

There are 3 parking spaces dedicated for the High Wycombe BCW Hub, situated opposite the main entrance of the Sports & Wellbeing Clinic however it is 'first come, first served' basis.

The nearest pay and display carparks are:

- The Riverside, St Mary Street, High Wycombe, HP11 2HE The Riverside - Car Park (parkopedia.co.uk)

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- The Eden Centre carpark https://www.edenshopping.co.uk/information/car-parking/

- The Swan Carpark https://www.buckinghamshire.gov.uk/parking-roads-and-transport/parking/find-a-council-car-park/swan-car-park/

Wi-Fi

- All visitors can use BNU guest Wi-Fi. 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 are onsite cafes, at both campuses, which supply hot and cold beverages and sandwiches for purchase. There is also use of a kettle and fridge, with washing-up facilities, at the Aylesbury Hub for those users who would like to bring their own 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.

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- 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.

- Both High Wycombe and Aylesbury campuses are disability friendly and have fully accessible facilities.

- Lockable storage lockers are also available.

- 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.

The Buckinghamshire Community Wellbeing Hub is fully compliant with BNU Freedom of Speech policy and procedures as appropriate.

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.

- 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 <u>999</u>.

Report a concern about a child

For **urgent safeguarding concerns** the quickest way to notify the First Response Team is by calling them on:

- *During Office Hours* – between 9am to 5:30pm (Mon-Thurs) and 9am to 5pm (Fri)
Tel: 01296 383962

- *Outside Office Hours/Emergency Out of Hours* – between 9am or after 5:30pm (5pm on Fridays) or at weekends (Emergency Duty Team)
  Tel: 0800 9997677
  Secure-cypfirstresponse@buckhamshire.gov.uk

For further information: https://www.buckinghamshire.gov.uk/care-children-and-families/child-protection-and-safeguarding/#report-a-concern-about-a-child

Report a concern about an adult

If you have a concern about an adult, please call the Adult Safeguarding Team: Submit a Safeguarding Concern (buckinghamshire.gov.uk)

- *During Office Hours* – between 9am to 5:30pm (Mon-Thurs) and 9am to 5pm (Fri)
  Tel: 0800 317915

- *Outside Office Hours/Emergency Out of Hours* –Tel: 0800 9997677

Buckinghamshire New University (BNU) Student Safeguarding Concern

In the event of raising a concern, or when a concern has been raised, about a learner, BNU will provide support and guidance, maintaining the dignity and privacy of the individuals throughout the process.

If you would like to raise a concern, please email safeguarding@bucks.ac.uk detailing the nature of your concern. The email will be received by our dedicated safeguarding team who will take appropriate actions.

Safeguarding Lead (BNU)

Safeguarding and Prevent Lead: Director for Student Success
Email: safeguarding@bucks.ac.uk

Deputy Safeguarding and Prevent Lead: Head of Student Wellbeing
Email: safeguarding@bucks.ac.uk

Health & 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 Operations Officer (Aylesbury), Jason Hare.

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.

BNU First Aiders:

Aylesbury Campus		High Wycombe Campus	
Jason Hare	Operations Officer	Security Officers	5000 from a mobile
Olivian Moise	Security Officer	Kayli Shears	Hub Administrator

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

High Wycombe Campus: The nearest first aid box and defibrillator is situated at *reception in the Sports and Wellbeing Clinic* at High Wycombe 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.

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There are 2 fire alarm warning sounds at BNU:

- Intermittent bell – means warning

- Continuous bell – means evacuate

Fire Marshalls:

Aylesbury Campus		High Wycombe Campus	
Jason Hare	Operations Officer	Security Officers	Ext 5000
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.
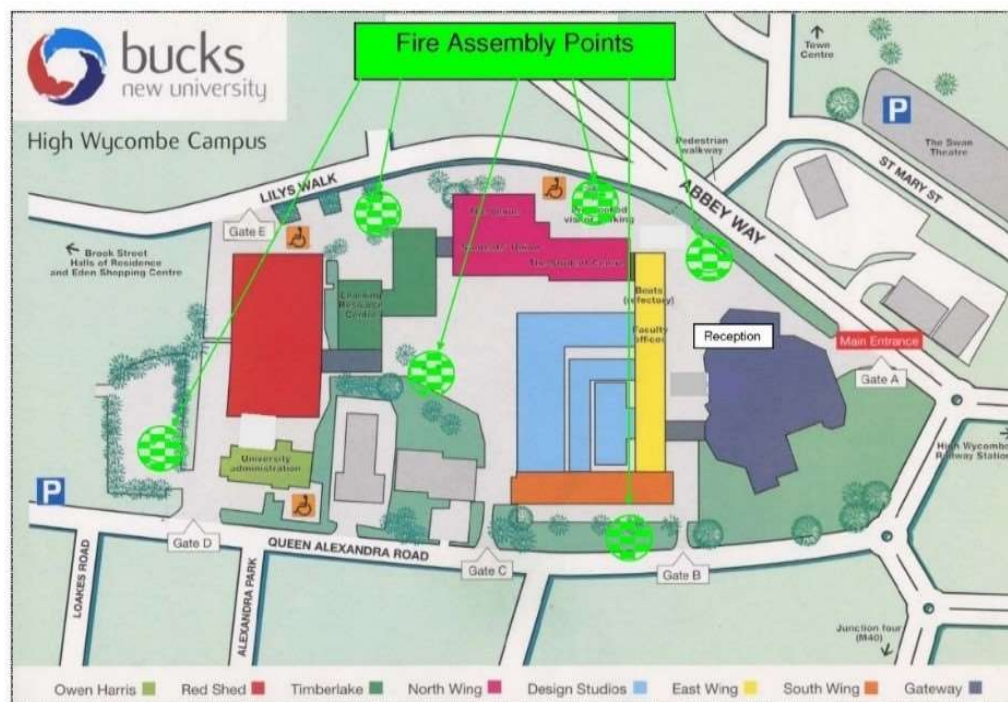
Do not leave disabled persons on their own.

Campus Maps

Aylesbury Campus
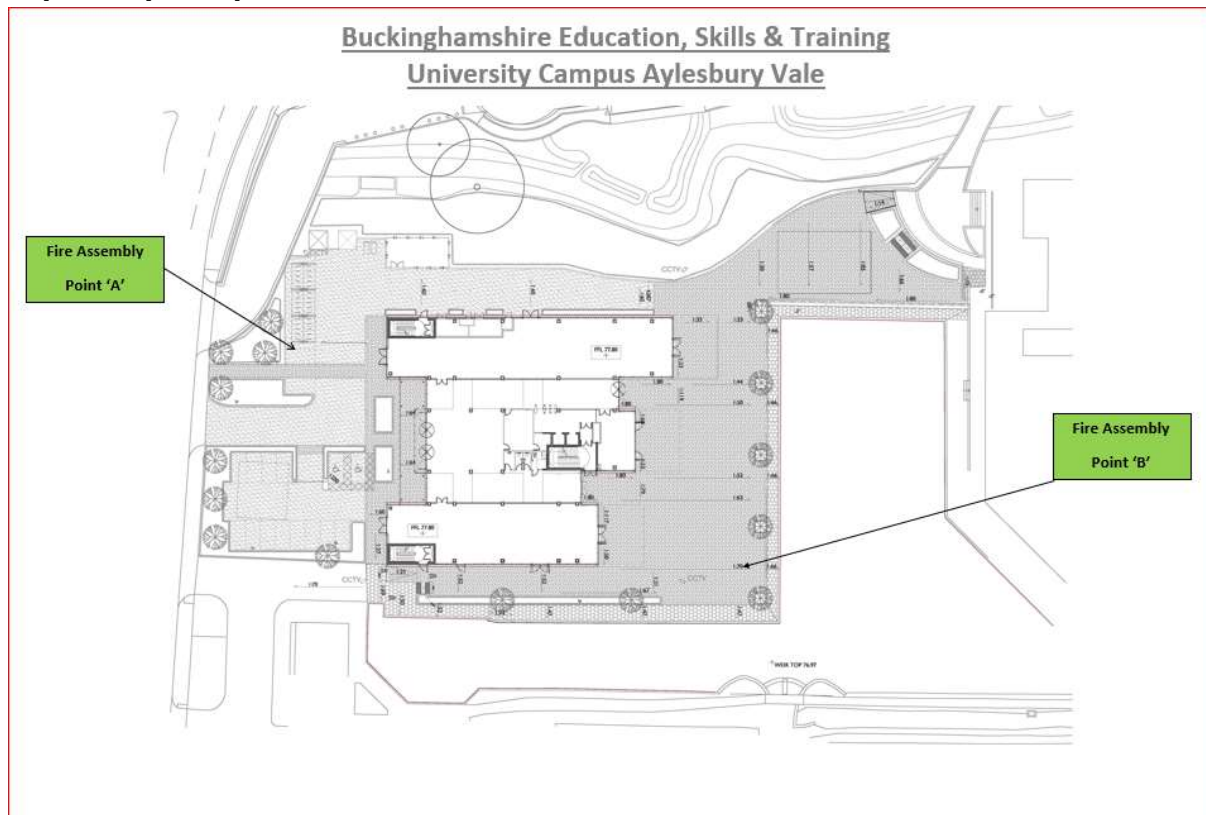
High Wycombe Campus Map:

Smoking and E-cigarettes

BNU has a strict no-smoking policy. Smoking is not permitted in the campus or outside near any open windows. There are designated smoking areas on both campuses and security can advise you on where these are located.

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 as 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.

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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. 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.

- 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 #ClaireTilson or send us your photos to bcwh@bucks.ac.uk so we can share your experience.

Social Media Use and Expectations

All users of the BCW Hub 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, students 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

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 about the response, you are welcome to request that the matter is escalated to the BCW Hub Trustess. 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 with 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. This aligns with our Hub value:

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

Charges

- Once the BCW Hub has established a solid financial management process and steady flow of partner use, we will be implementing a fair user fee structure to support sustainability. We will communicate the pricing structure to our partners well in advance and provide support during the transition.

- There may be a cost implication if you have requested an out-of-hours booking, this is to cover the security team to stay after hours. Please speak to the BCW Hub Manager if you would like any additional information.

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 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.

Glossary of Terms, Abbreviations and Acronyms

Term	
BNU	Buckinghamshire New University

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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

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Policies and procedures

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For more information on **Buckinghamshire New University's strategies and policies, please refer to:** [Policies and Strategies | Buckinghamshire New University (bucks.ac.uk)](#)