

BARROWDEN COMMUNITY HUB

User Guide

April 2025

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INTRODUCTION

Barrowden Community Hub provides a space for recreation and leisure, health and wellbeing, celebration and solace and promotes social cohesion and inclusivity of the residents of Barrowden and the surrounding area.

A volunteer committee of charity trustees meet four times a year to ensure the facility is effectively managed in order to achieve these aims. Why not consider joining them? Talk to any trustee for more information. See www.barrowdencommunityhub.co.uk for details of trustees.

MAKING A BOOKING

You can make a booking by visiting our website www.barrowdencommunityhub.co.uk

Here you will also find our Standard conditions of hire, a Hire Agreement, this User document, Hire charges and other useful information. Details of existing regular bookings can be found on the website to help you plan your booking.

Enquiries about bookings can be made by contacting the Hub bookings secretary via email info@barrowdencommunityhub.co.uk or 'phone 01572 748655.

To ensure that the Community Hub remains a high quality facility that is pleasant for all to use we respectfully require you to adhere to the following arrangements:

- All hirers will be required to comply with the Standard Conditions of Hire, Hire Agreement, this User guide and Hire Charges. There are links to these documents found on the website on the Community Hub - How to Book page
- When you sign the booking form, you will acknowledge that you have read and accept these terms and conditions
- Please do not make bookings unless you intend that the event will take place.
- When making your booking, it is very important that your requested booking times include time for any setting up and clearing away before and after your event.
- If you have to make a cancellation please inform us via email at info@barrowdencommunityhub.co.uk as far in advance as possible or charges may apply.
- For a larger event each hirer will be required to pay a refundable damage deposit as part of the conditions of hire. The hall will be inspected after every event, and the cost of any damage caused will be deducted from any refundable deposit. You may arrange an additional cleaning service as an optional extra, but this will need to be agreed before booking.
- The hirer of the hall must provide a named person who will be responsible for the implementation of these standards and conditions of hire. This person will be named on

the booking form in addition to the hirer. Do not give keys or codes to any other person. Keys must be returned to the key safe after each use.

- When setting out chairs and tables, care must be given to allow clear passage to the signed fire exits. Do not block exit between the two halls. Note location of fire extinguishers, emergency exits and fire assembly points.
- Every attempt is made to keep the premises in a good state of cleanliness and the hirer is required to leave the hall as found. Cleaning equipment is located in the store. Bags of rubbish must be placed in the appropriate wheelie bin outside the building. Any excess cleaning required and not arranged prior to hiring will incur an extra charge. The main hall floor must NOT be cleaned with water and all spillages MUST be wiped up immediately.
- Users must adhere to our licence terms regarding permitted activities, opening hours and numbers of attendees. The Hub has a premises licence for the consumption of alcohol by attendees over 18 and the sale of alcohol by the committee, but hirers are not permitted to sell alcohol.
- Smoking is not permitted anywhere inside the premises.

USING THE COMMUNITY HUB

Safeguarding

We have a duty of care and are committed to the protection and safety of everyone who enters our premises including children, young people and adults at risk involved as visitors and/or as participants in all activities and events. We also have a duty to safeguard and support our trustees, volunteers, and staff.

Please consult the safeguarding guidelines for the Hub on our website

www.barrowdencommunityhub.co.uk

Safety Policy

The Barrowden Community Hub trustees operate an approach to health and safety that seeks to provide a safe and secure environment for all their hirers/users.

All statutory requirements for public health and safety are reviewed and implemented. Risk assessments, which address the normal use of the hall, are carried out and wherever practical potential hazards are reduced and if possible eliminated.

Hirers and user groups provide a key role in maintaining this safe environment by operating in a way that does not compromise our health and safety standard.

Medical Emergency

In the event of a medical emergency please contact the emergency services immediately. Note that there is no telephone on the premises. There is a defibrillator on the wall of Barrowden Surgery, Kings Lane less than 50m along the path by the village shop.

A first aid box is located in the kitchen.

LOCATION for Emergency Services
BARROWDEN COMMUNITY HUB
24 Wakerley Road, Barrowden, Oakham, Rutland, LE15 8EP

what3words
///organist.skims.sunshine

Fire Safety

Users must acquaint themselves with all exits and these must be kept clear at all times so as not to impede emergency evacuation. All fire doors are marked as such and under no circumstances must they be wedged open. The hirer must check that all exits are unobstructed, this includes checking that emergency exits function as intended. The door in the West Hall, leading to the shop car park must be unlocked when the entire hall is being used.

It is imperative for the hirer to ensure that all individuals present are made aware of the location of fire exits at the beginning of the hire. This is crucial for the safety and well-being of everyone in the event of an emergency.

The fire alarm may be triggered automatically or by manual activation of one of the break panels in the hub.

There are four extinguishers, and a fire blanket in the kitchen. Please familiarise yourself with the location of the fire exit for the kitchen and toilets area on the south side of the building.

There are fire extinguishers in the east and West Halls and in the corridor adjacent to the toilets.

Please familiarise yourself with the instructions for all fire extinguishers in the building.

In the event of an outbreak of fire, however slight, the building must be evacuated immediately. Fire extinguishers are provided to assist in clearing a path for emergency exits. The assembly point is the SHOP CAR PARK

On discovery of a fire

- Operate the fire alarm
- Call the emergency services. There is no landline telephone on site, so the hirer should ensure the availability of a mobile phone to dial 999 or to contact the emergency services.
- Only attempt to tackle the fire, pending the arrival of the fire brigade, where there is NO RISK to any persons in the hall.

General Safety Terms and Conditions

- Upon signing the Booking Form, which incorporates the Hire Agreement and Standard Conditions of Hire, the hirer assumes responsibility for the health and safety of the group while utilising the hall and its facilities.
- The hirer is responsible for calling the emergency services in the event of an emergency. There is no landline telephone on site, so the hirer should ensure the availability of a mobile phone to dial 999 or to contact the emergency services.
- The safety of our users is our top priority. Therefore, any activities that pose a danger are strictly prohibited on the premises. Additionally, we do not allow any obvious fire hazards to be present on the premises. Unauthorized heating appliances are not permitted.
- Hazardous substances are not to be brought into or used in any part of the premises. This includes substances regulated by COSHH. Highly flammable items, such as candles and open flame lanterns, are also prohibited from being brought into or used around the building.
- The hirer must report all accidents / incidents involving injury to the public to the committee to info@barrowdencommunityhub.co.uk as soon as possible. Any failure of equipment belonging to the community hub or brought in by the hirer must also be reported as soon as possible. Accident and Incident books are maintained by hub management and are available in the kitchen.
- No ball games are allowed in the hub.
- The use of bouncy castles and other inflatables is subject to the conditions detailed on the hire agreement.
- In the event of a power failure, an emergency lighting supply is automatically triggered to illuminate exit routes.
- Safety equipment must not be tampered with. Any faults must be reported as soon as is practicable to the bookings secretary at info@barrowdencommunityhub.co.uk
- The hirer must clear all liquid spills immediately, to avoid people slipping.

- A First Aid box is provided in the kitchen. Users are advised to consider and resolve their own First Aid requirements.
- Children must be supervised at all times. Care must be taken when using the stage as the sides are all open and this could cause possible falls.
- Step ladders are provided, located in the table and chair store.
- Care must be taken when erecting and dismantling the folding tables and moving furniture about the hall. Armless chairs must be stacked (25 high maximum) according to the instructions displayed in the chair store.
- Users are responsible for the safe operation of all equipment they bring to the hall. All electrical equipment must be used in a safe manner in accordance with the prevailing electric regulations.
- Any questionable or defective electrics must be reported to the bookings secretary or any trustee. Any user who requires the use of an extension lead must make sure they do not create trip hazards across pathways and open spaces.

Arrival At The Hub

Urgent Help During Hire Period

Should you require any urgent help during the hire period other than that covered in the safety section below please call or message 07542 509951 or 01572 748655

Car Parking

There are 19 car park spaces on site, which includes spaces marked for those with a disability. One disabled space is allocated at the front of the Hub with level access through to the halls. This may also be used for unloading heavy equipment. Be considerate if other users of the hub are disabled and need the parking space.

- New car park, access from King's Lane - 13 spaces, 2 for disabled users.
- Shop car Park - 6 spaces (for Hub use only when community shop is closed)
- Surgery car park - frontage to Kings Lane - (for Hub use only when surgery is closed).

There is a pathway between the new Hub car park and the Hub via the Shop Car Park. Please ensure all car users, before 5pm weekdays and 1pm on a Sunday, park in the car park off King's Lane. Please do not use the village shop car park during their opening hours. Please do not use the car park in front of the GP surgery during their opening hours which are currently Wednesday am, Thursday pm and Friday pm. Do not park on the roadside verges in Wakerley Road.

Key Safe

The Hub has two external access doors, one to the East Hall/Main Hall and one for the smaller West Hall. The key for both doors (same key) is in the key safe on the wall to the left side of the building (south wall). If the West Hall is required while another group is in the East Hall, the West Hall access door can be used without having to unset the alarm. Please lock the West Hall door on leaving, and if necessary, set the main alarm in the foyer. The bookings secretary will advise if this situation occurs as all hires will be prebooked.

Foyer and Security Alarm

The foyer is an open and welcoming space with clear views of the hall through the doors (blinds can be deployed if necessary).

There is limited space to store buggies and ample hanging space for coats in the cupboard. Please ensure shoes are as clean as possible and free of stones before entering the Hall.

The intruder alarm is on the LH wall as you enter. You will be advised if it is set.

Users will be supplied with the alarm code on confirmation of booking. Please remember to unset the alarm as you enter the building and reset it when leaving. If you are solely using the West hall, you will need to enter through the foyer and unset the alarm as if you were using the whole space.

Entry Checklist

- The building should be clean when you arrive. Please notify the Bookings Secretary as soon as possible if it is not.
- The main hall can be divided 2/3 "East Hall" (Wakerley Road end) / 1/3 "West Hall" (shop end). When using the West Hall only, you will need to enter through the main foyer to unset the alarm if no one is already using the East Hall.
- Turn on only those lights required. The switches are on right as you enter the hall. All lights can be dimmed by continuously holding the relevant switch.
- If required, turn on drinks water boiler and warm cabinet in the kitchen.
- Heating or cooling can be set as required using remote controls. (See separate instructions on site)
- Keep all passageways to all exits free of obstacles.
- Chairs and tables are located in the store off the main hall.
- Open windows and blinds as required, (See separate instructions on site.)
- Move the partition into place if not already set up. Do not do this without instruction.
- The stage will have been assembled and positioned if booked.

Barrowden Community Hub

Wakerley Road, Barrowden, Oakham, LE15 8EP

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Email: info@barrowdencommunityhub.co.uk | Website: www.barrowdencommunityhub.co.uk

Registered charity no. 1199981

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Departure Check List

The hub must be left as you found it.

- Wipe down and store tables and chairs on their trolleys in the store. Chairs stack 25 high. Do not stack the chairs with arms.
- Close all windows and external doors.
- If altered, heating temperature to be reset to 19°C.
- Turn off the drinks water boiler and any other equipment in the kitchen except fridges and wipe any surfaces used. Wash and dry any crockery and cutlery. Mop kitchen floor if wet or dirty. The mop and bucket in electronic store (West Hall)
- Check all lights are turned off and all windows are closed. Check fire doors are closed.
- Return partition to position it was on entry.
- **Sweep the main floor**, do not use water on the floor. Use a damp cloth for marks.
- AV equipment turned off (Audio/Projector/Screen)
- AV cables and controllers all present and stowed.
- Blinds please leave as found.
- Remove all rubbish to the appropriate wheelie bins outside.
- Turn on intruder alarm unless users are still in the hub (if instructed to do so).
- Switch off all external lights from the foyer
- Lock the front door/side door and replace key in key safe.

The Community Hub is the centre of our quiet rural village, and we respect the privacy and amenity of our neighbours. Please be respectful of the village community both during and after any event, but particularly those finishing later in the evening.

Please ensure you and your guests leave the premises in a quiet and orderly manner, causing as least disturbance to others as possible. The premises must be vacated and locked by midnight.

Lighting

The hub is very well lit but by using a combination of extinguishing lights and using dimmer switches the right mood can be obtained for any occasion.

- The main hall light switches are on the right as you enter the main door. Two for the East Hall one for the West Hall.
- There are light switches on the left of the West Hall entry door
- Dimmers - the main ceiling lights can be dimmed by using the on switch, press on and hold until level required. Press again to reset full on.

External lighting attached to the building will light the way for users. The lights need to be switched off in the foyer before the last person locks up.

Emergency lighting - in the event of a power cut the emergency lighting will come on.

In the event of any other outage, the main consumer unit can be accessed in the store room - the RCD and circuit switches may be viewed here. It may well be possible to reset the system if the outage has been caused by a bulb blowing or similar. Any issues should be reported to trustees, on 01572 748655 or info@barrowdencommunityhub.co.uk

Accessibility

The Hub is compliant with disability access standards and the latest Building Control measures. When making a booking please consider any mobility or disability impairment of those attending the event. Please inform the bookings secretary of any access requirements you may have prior to booking, so suitable arrangements can be made if possible.

Hub and Halls Layout

The main Hall space measures 17.5m x 7.5 m = 131 sq m.

The main Hall can accommodate a maximum of 125 persons standing / seated, but can be configured in a variety of ways.

The space can be divided by closing the acoustic wall divider. This allows for an event which has a public open space whilst allowing for a quiet confidential space. The divider also allows for the possibility of two groups running consecutively, although this will always be dependent on acceptable noise levels. If you specifically do not want to have another group in the hub at the same time, you may like to consider hiring the whole space.

The main hall can be divided into :-

2/3 full space "East Hall" 11m x 7.5m hall - entry from the foyer

1/3 full space "West Hall" 6.5m x 7.5m hall - entry from the west door.

Both halls have access to the toilets, the kitchen, and the south fire door, but there is no access to the store room from the West Hall space while the East Hall is in use.

Water and spillages - please mop up any spills quickly to avoid possible damage to the floor. Any preventable damage will be charged for. Likewise, please avoid damaging the floor with sharp objects or stones.

Please do not wear black soled shoes if taking part in exercise, sporting or dancing activities. The use of "slip stop" or similar for dancing is not permitted.

West Hall. When this hall is required, the moveable acoustic wall can be used to divide the main space.

The acoustic wall is rated 51dB meaning that noise transmission is limited and that meetings in the West Hall can be held in a private and confidential way e.g. for health consultations or meetings.

The acoustic wall is normally folded back to the north wall. Once the catch is released the wall can be easily slid out and moved into place and secured. The instructions for the dividing wall are in the instruction guide book located in the store room.

Toilets

The hub has two toilets, and one unisex disabled toilet, accessible by wheelchair. The toilets are accessed from a corridor which leads from the main space, or, when the hall is divided, from both East and West Halls. There is a baby change unit in the disabled toilet. Please take care when opening toilet doors outwards as the passageway to the kitchen is narrow.

Equipment in the Hub

The Hub is fully equipped for most community events. The following items are located in the store room located to the left of the main doors. The store room can be used to store limited quantities of user group equipment, at users' own risk. Shelving will be allocated on request.

Chairs

- 100 armless chairs are stacked 25 high on four dollies
- They are lightweight and have a comfortable vinyl seat.
- Stack and return them to the store after use
- Some chairs have arms which may benefit the less able.

Tables

- 20 4'x 2' folding lightweight tables.
- If necessary, wipe clean and return to the trolley and store after use
- Please ensure your users do not fold these up unless they have been shown how to do so properly. Do NOT drop them on the floor.

Staging

- Staging is available providing a maximum area of 5m x 3m (configurable into various sizes) x 400mm high. This must not be erected by hall users but will need to be requested when the hire booking is made. It will then be positioned before your period of hire.

Audio Visual and PA

- The Audiovisual system comprises a projector, 135" screen, DVD player, AV receiver with 5.1 surround sound but without PA facilities. It can be used for films, presentations, recorded music playback, event streaming (subject to licencing).

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- The digital projector is fixed to the west side of the divider.
- The fixed screen has electronic controls and is located on the West wall.
- The AV cabinet is situated in the south west corner. This houses the AV receiver, DVD player and remote controls. This equipment can only be accessed if requested in advance on the booking form. Full instructions are provided.

There is a portable projector which can be hired and used in either of the hubs. It has HDMI and USB inputs. It can project onto a wall or can be used with the main screen or a user supplied screen. Please request on booking form.

Both projectors will link to laptops, please bring your own and check the connections before your event, we may not have the necessary connectors and adaptors for your equipment.

The PA system comprises two portable speaker units on stands with radio microphone and bluetooth connectivity for recorded music playback. They can be used as a pair or individually. The PA system is used in conjunction with the Audiovisual system or the portable screen and projector for presentations or on its own for exercise classes, talks etc.

Musical instruments must NOT be connected to the AV or PA systems

No ball games are allowed in the halls due to the potential damage to the above equipment.

Broadband and WiFi

The hub provides free guest WiFi under the terms listed in the Standard Conditions of Hire. You must not stream or download television programmes on the premises as we do not have a television licence, and you will be liable for any fine imposed.

Hub Heating and Cooling

Three Heating Ventilation and Cooling units (HVAC) heat the space. These are air to air units which run on electricity of which a significant proportion is generated by 32 solar panels. HVAC units are able to maintain a stable ambient temperature - normally 20c controlled by thermostat.

If you need to change the temperature, the HVAC units will work quickly and the desired room temperature should be reached in less than twenty minutes, remote controls are in the hall and instructions are provided. Please switch off the heating/air conditioning when the desired temperature is reached, do not open the windows.

The thermostatic controls can also be accessed remotely via an app. which Hub Management staff have access to, but users are requested to reset heating/cooling to 20c when leaving.

Toilets Heating

There are small heaters in the three WCs - and one by the south emergency door. These are pre-set and should not be altered.

Blinds

Most blinds can be raised and lowered using the chain. All blinds are child-safe. The chains work by pulling the front cord to lower blind and can be raised by pushing the front cord upwards. The blinds on the north window and the two adjacent windows are operated by remote control situated on the west wall. Do not remove the remote controls from the building.

The Velux roof windows (and their black out blinds) can be opened remotely. - there are two controllers; one for each set of windows. All three blinds on each unit open and close together, similarly the windows can also be opened for ventilation. The remotes for these are marked East Hall and West Hall. The channel for the window opener is No.1 and for the blinds is No.2.

Open windows should be closed when no longer needed. Do NOT remove the remote controls.

Windows and Doors

All doors and windows in the main hall have blackout blinds for privacy when required.

All three Emergency Exit Doors can be opened from the inside.

The interior locks on all doors operate as follows:

Top knob, turn CLOCKWISE to LOCK, ANTI-CLOCKWISE to UNLOCK

Bottom knob, turn ANTI-CLOCKWISE to LOCK and CLOCKWISE to UNLOCK

Please familiarise yourself with all the Emergency Exits and positions of the fire extinguishers before your event.

When using the whole hall space, the north door to the car park must be left unlocked.

Power Sockets

These are distributed around the hall. There are two USBA and USBC charging sockets, one in each of the halls.

- Extension leads - care should be taken when using extension leads so that they do not cause a trip hazard. Please ensure they are PAT tested.
- Electrical items - users bringing electrical items to the Hub are required to ensure they are safe before using. They should either be less than one year old or have been recently PAT tested.

Electricity and Water Supplies

The main consumer unit can be found in the Store room near the foyer. In the event of an outage the RCD and circuit switches may be viewed here. It may well be possible to reset the system if the outage has been caused by a bulb blowing or similar. Any issues should be reported to trustees.

The main stop cock is in the east end of the store room under the consumer unit.

Kitchen

The kitchen has modern and efficient facilities including

- First Aid Kit
- Fire Safety Blanket
- Full height fridge
- Under counter drinks fridge
- A four ring induction hob
- Two ovens with grills
- Warming cupboard
- Hot water boiler for beverages
- Commercial dishwasher with fast cycle (3 minutes) please do not use without prior instruction
- A double sink
- A separate hand wash sink
- Crockery and cutlery for 80 persons
- 100 wine glasses, 80 water glasses, 80 beer glasses, champagne flutes (in storeroom)

There are stainless steel worktop surfaces which should be wiped down with cleaner or soapy water after use.

There is a wide hatch access to Main/East Hall which can be used for food and bar service. Extend the doors from the inside to open completely, take care when opening.

Do not use the dishwasher without prior permission and demonstration. This must be requested on the booking form.

Children under 16 are not permitted in the kitchen.

Hirers should provide their own clean tea towels and take them away for washing. Do not rinse hub crockery in cold water and just leave on the worktop or return to cupboards unwashed.

The kitchen and utensils should be left in a hygienic and usable state for the next booking, excess cleaning fees may apply if this is not the case. If hirers find that the kitchen is in an unacceptable condition when they arrive, this must be reported immediately to the Bookings Secretary.

No alcohol or cash is to be left on the premises overnight by any hirer.

Catering Guidance

- Any hire intending to provide catering should be aware of the need to satisfy food hygiene standards.
- Care must be taken when preparing and using boiling water and when handling hot utensils or appliances. The ovens and hob should be supervised at all times when in use. They remain hot for some time after being turned off.
- When leaving, please ensure all food is removed from the fridge. If not, it will be disposed of.
- The kitchen and utensils should be left in a hygienic and usable state for the next booking. If hirers find that the kitchen is in an unacceptable condition, this must be reported immediately to the Bookings Secretary.
- The sale of alcohol by hirers is not permitted.

Whilst the trustees make every effort to maintain a high standard of cleanliness, cleaning is not possible for each and every booking due to the back to back nature of bookings during busy times. Therefore the trustees cannot be held responsible for the condition of the kitchen due to the activity of the previous booking, but we would like to know if the kitchen has been left in an untidy state prior to your hire.

Kitchen Cleaning

Please only use the equipment as specified or bring your own. Do not use dish washing sponges or cloths for general or floor cleaning. There are adequate supplies for each task.

Please use sanitiser for worktops and avoid scratching the surface. Use the double sinks only for food preparation, cutlery and crockery washing.

Use the hand wash sink for handwashing and any non-food preparation use. Do not empty floor washing buckets down the double sinks, discard foul water outside in the drains or down the toilets.

If necessary, sweep and mop the kitchen floor. Do not empty buckets into the kitchen sinks. Cleaning supplies are under the sink and in the West Hall store room.

Ensure the kitchen is left as you found it. Excess cleaning will be charged for.

Wooden Floor Cleaning

Sweep the halls wood floors after each hire, There is a large "V" sweeper in the West Hall store room. **Do not use water as the floor is a laminate and will be damaged.** Ensure any spillages are mopped up immediately, and only use a damp cloth to remove marks or stains.. Avoidable damage may be charged for.

Rubbish and Recycling

Users must remove and dispose of all rubbish and food at the end of their booking. Bags of rubbish must not be left in the hall but be placed in the wheelie bins outside; the hirer is responsible for removing all excessive rubbish off site completely.

Reporting Damage and/or Accidents

If you have damaged any equipment or you have found a fault with any item within the hub, please email the details to info@barrowdencommunityhub.co.uk

Report any accident or serious incident in the Accident Book, located in the kitchen on the windowsill.

Do not interfere with the fire extinguishers or allow children to play with them.

Document History

Version	Changes	By	Date
1.0	First Issue	VF	April 2025
2.0	Minor change to fire safety section	VF	April 2025

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