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COURT BUSHES COMMUNITY HUB

OPERATION MANAGEMENT MANUAL

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This MANUAL is for internal use by the Parish Council to ensure proper management of the Community Hub, to provide a checklist of activities, to provide key contacts, and copies of relevant documentation. It is required to be reviewed annually by the Parish Council.

October 2018

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1. Key objectives

The Community Hub is established following a joint venture between Mid Sussex District Council (MSDC) and Hurstpierpoint & Sayers Common Parish Council (HP&SCPC) to provide a facility for use mainly by local non-profit clubs, organisations and groups, providing non-commercial activities to encourage community and social engagement. Some activities are operated commercially and can still provide for community and social engagement, and can be accommodated at the Hub, but non-profit groups will generally take priority.

Activities can include, but are not limited to, community café, older persons or younger persons social clubs, toddler groups, exercise classes, dancing, special interest clubs, help-points, food bank services, consultations, group meetings, exhibitions and displays. The Hub is available for the whole community and groups irrespective of their particular interests, as long as they are lawful, not divisive, and inclusive.

The Hub is expected to be cost-neutral, in that its overall annual running costs (including maintenance, insurance, rent, utilities, and management charges) are met by the income from hiring.

2. Governance

The Hub is operated by HP&SCPC who provide and maintain the building and its grounds, arrange the bookings and supervise the use of the facilities. The Parish Council ensures that the facilities are safe, maintained and compliant, but is not responsible for individual activities of the hirers (users).

A committee of the Parish Council (Facilities Management Committee) comprises 6 Council Members and oversees the operation and use of the Hub on behalf of the Council. It ensures that the Hub is meeting its key objectives and that it is soundly managed and maintained. The Committee will also consider any petitions or requests from hirers to ensure that the day-to-day operation is managed fairly.

A Community Hub Advisory Board comprises 10 members, including two Parish Councillors and one District Councillor (nominated by their Councils) one of whom shall be the Chairman of the Board, and seven others who are residents in the Parish who have shown an interest in the operation of the Hub. These seven members shall be initially appointed by the Parish Council, each to serve not more than three years. Replacement members are appointed by the Board. All members shall be over 18 years old, except that for two places young people between the ages of 14 and 18 are appointed if they are willing and available.

The terms of reference for the Board are:

- To meet not less than 4 times a year
- To consider the views of hirers, both regular and occasional
- To consider possible changes or improvements to the facilities
- To consider possible changes to the operation of the Hub
- To suggest possible changes to the hire rates
- To offer proposals to the Parish Council

3. Facilities

The Hub comprises three distinct areas:

- Function Room
- Club Lounge
- Nursery

Each area has its own external entrance, kitchen facility, toilets and storage, such that three separate groups can simultaneously operate without interfering with each other. The external space, within the boundary fence, is available for hirers.

The Nursery is expected to be occupied substantially, or possibly exclusively, by a nursery/pre-school operator and likely to be run on a commercial basis (for which appropriate hire rates are charged). However, it is expected that the Nursery area would be available for hire on an occasional basis, with the agreement of the principle user.

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The Club Lounge and Function room are more generally available for different users.

4. Users

The Hub is intended as a facility for the local community, meaning principally that it would provide a service for residents of the Hurstpierpoint & Sayers Common Parish area. The users may also reside in the Parish but sometimes they might reside elsewhere but still provide activities for the benefit of local people. It is expected that users will generally fall into two groups:

Commercial
Companies or individuals who are trading or exhibiting; individual parties or one-off celebrations. This might include an individual who for example is running a yoga or dance class. These will be charged the full rates.

Non-profit
Local groups or clubs who can demonstrate that they are non-profit and are providing a service for community or social engagement. This would include special interest clubs. For these groups the full rate is discounted by 25%.

Any user group, other than private functions run by an individual, is expected to be inclusive, such that any person would be able to join the club, society, organisation regardless of ethnicity, race, religion, sexual orientation or language.

The Hub's Equal Opportunities policy and guidelines are shown as APPENDIX 4.

5. Hire rates

The Hub is expected to be cost-neutral, in that its overall annual running costs (including maintenance, insurance, rent, utilities, and management charges) are met by the income from hiring.

All users are expected to pay a hire charge so that they contribute towards the running cost of the Hub. The policy for setting hire rates is to categorise as follows:

Commercial
Companies or individuals who are trading or exhibiting; individual parties or one-off celebrations. This might include an individual who for example is running a yoga or dance class. These will be charged the full rates.

Non-profit
Local groups or clubs who can demonstrate that they are non-profit and are providing a service for community or social engagement. This would include special interest clubs. For these groups the full rate is discounted by 25%.

Frequent
These can be either commercial or non-profit groups but who make a commitment to take regular slots for at least one year. The full rate is discounted by 25%.

Each area of the Hub is divided into three sessions each day, 7 days per week. There is not a facility for hiring a part session. Hirers are expected to include their setting up and clearing up time within their allotted session. The session times are shown below:

Facility	Nursery	Club Lounge	Function Room
Morning	08.00 to 13.00	08.00 to 13.00	08.00 to 13.00
Afternoon	13.00 to 18.00	13.00 to 18.00	13.00 to 18.00
Evening	18.00 to 23.00	18.00 to 23.00	18.00 to 23.00

The hire rates for each area are shown in APPENDIX 5.

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All hirers will pay for their bookings in advance, and no confirmation will be made without payment. A security deposit (normally £200) will also be taken for each booking and returned to the hirer within 7 days of the end of use.

6. Conditions of hire

Standard Conditions of Hire are used to ensure fairness and responsible use. The Conditions are shown as APPENDIX 6.

No alcohol to be brought on to the premises (inside or outside), except when a licence is expressly granted by Mid Sussex District Council.
No smoking or vaping on the premises (inside or outside) (See Smoking and E-Cigarettes policy shown as Appendix 7).

7. Building lease

The building and its external space is held on a lease by HP&SCPC from landlord MSDC.

Date of start:
Expiry:
Rent:

The lease requires the building and grounds to be used for community purposes, as detailed in section (1) Key Objectives.

8. Risk assessment

An annual Risk Assessment is made of all risks associated with operating the Hub, and presented to the Council's Facilities Management committee for noting. The form of assessment is shown in APPENDIX 8.

There shall be separate Risk Assessments carried out **annually**, to address the following areas:

- Control of Substances Hazardous to Health (COSHH)
- Manual Handling
- Working at height
- Fire Safety
- Abestos Register
- Legionella/Legionnaires Disease

Risk Assessments are shown as APPENDIX 8

9. Insurance

The Hub is insured under the Parish Council's policy for all risks. The renewal is in May each year and a review of all insured values shall be undertaken before renewal.

The insurance cover includes third party liability and building loss, but does not cover any items brought into the building by hirers or others.

10. Licensing

The Hub does not require a Premises Licence as its operating hours do not run outside of 8:00 and 23:00 any day of the week. If any special event is authorised to run outside of these times then a temporary events notice is required from MSDC for each event and is the responsibility of the hirer, as detailed in the hiring agreement.

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The Hub does not hold any form of alcohol licence. The hirer is responsible for obtaining the relevant licence for the sale or supply of alcohol as detailed in the hiring agreement.

A PPL licence is held by The Hub in order to licence the playing of live or recorded music. As a condition of deregulation, the committee must give prior written consent to the organiser, for any performance of live music, playing of recorded music or the exhibition of a film. This can be given through the hiring agreement and is a legislative requirement.

Licencing policy is shown under the conditions of hire as APPENDIX 6.

11. Utilities

Gas
Electric
Water

12. Heating System

Details of heating system operation to be added in due course

13. Financial Principles

The Hub is operated by HP&SCPC which is responsible for all financial transactions and financial management. The Council policy is for the Hub to meet its own direct costs from hire income. These costs include:

Rent
Rates
Insurance
Utilities (gas, electricity, water, sewerage)
Cleaning
Licensing
Repairs and replacements
Annual contribution to 'sinking fund' for dilapidations at end of lease
Caretaking and security
Dedicated Council staff time covering management, maintenance, inspections, bookings

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It is acknowledged that there will be periods when costs exceed income and the Parish Council shall make provision for funding these periods, but with the objective of restoring a balance of income/costs as quickly as possible.

All hirers are expected to pay a fee for their use, such that they have a responsibility for their use of the facility. Those local groups or clubs that are not able to find the funds can apply separately to the Parish Council, or other local bodies, for one-off grants to assist in meeting their expenses.

14. Management accounts and budget

The Parish Council shall prepare an annual budget detailing all planned income and expenditure for the Hub, including one-off and capital expenditure where appropriate. This budget shall be produced in conjunction with the Council's main annual budget in November/December each year, to run for the Financial Year to 31 March, and shall be approved by the Parish Council at its January meeting.

The charge for dedicated Council staff time shall be based on a best estimate of staff-hours per week, multiplied by a charge rate. The charge rate shall be the average payroll cost plus administrative overheads. This is calculated as follows:

$$\text{Hourly Charge Rate} = \frac{\text{total annual administration cost (Parish Office fixed costs + total payroll costs)}}{\text{Total staff hours per annum}}$$

The 'sinking fund' shall be typically 15% of the gross income and held as earmarked reserve in the Council's accounts.

Bookkeeping shall be maintained as a section of the Council's 'RBS Omega' accounting system, and integrated within the financial reporting, as detailed in the Council's Financial Regulations.

15. Security

The perimeter fence has a gate which is locked between the hours of 08.00 and 22.30 every day. The locking/unlocking is carried out by the Council's Maintenance Officer or Caretaker. On those days when the Hub is not in use the gate shall remain locked.

There are three entry points to the building: Function Room, Club Lounge, Nursery. Internal interconnecting doors remain locked, unless a user has arrangements for more than one area. The Parish Council staff shall be responsible for locking/unlocking the interconnecting doors.

Entry to the building shall be by 'swipe-card' entry. Council staff shall have cards permitting access at all times. Users/hirers will have programmed cards allowing entry for those times which they have booked. Cards should be returned to the Council (a post box at the Hub, or the Parish Office, Trinity Road) for reprogramming. Failure to return the card can result in withholding of £25 of the security deposit.

A CCTV system will operate on the outside of each of the three entry points to the building. The recordings will be available only to staff of the Council and will be erased after 4 weeks.

Outside lighting operates on a time-switch to cover the hours of darkness until 23.00 each day. The Facilities Manager arranges for the times to be adjusted during the year. As required.

16. Key holding

Appointed Parish Council staff have access cards/keys to all parts of the Hub, as follows:

Clerk
Facilities Manager
Caretaker/Maintenance Officer
Spare set locked in the Parish Office

Regular users/hirers will hold access cards for their section for their times.

Occasional users/hirers will be issued with an access card for their section and booked sessions. They shall return the card to the Council (a post box at the Hub, or the Parish Office, Trinity Road) at the end of their session.

Key holder policy shown as APPENDIX 9.

17. Caretaking

The Parish Council is responsible for the caretaking of the Hub. An appointed person ('caretaker') is available at all times on a dedicated mobile phone: (phone number here). The phone is held by different members of staff on a rota basis.

Users may contact the caretaker in the event of an issue with the Hub out of normal working hours. Otherwise users are expected to contact the Parish Office by phone, email or in person.

Users are required to ensure that they leave their areas used in a clean and tidy state , that lights are switched off, windows and doors closed, and where appropriate locked. Any waste shall be placed in the bins provided.

The caretaker shall inspect the premises, building and grounds, each morning at 08.00. Any notable damage shall be reported immediately to the council's Facilities Manager.

18. Fire Safety

The Hub is monitored by a fire alarm system with smoke detectors and call points. Should the fire alarm be triggered, our appointed fire safety contractor will be notified. The contractor offers 24 hour callout as part of their service package, on notification of fire alarm activation the contractor will phone the following contacts until they are able to notify a member of staff that there has been a fire event (1)Caretaker, (2) Facilities Manager, (3) The Clerk. The notified member of staff will then assess the likelihood of fire or false alarm and take the required action. (1) Instruct contractor to attend, (2) Attend site personally (3) Call the Fire Brigade.

The retained contractor will carry out **annual** extinguisher servicing and **6-month** inspections under BS5839. The Facilities Manager will carry out **weekly** call point checks to ensure the call points, alarm panel and sounders are working correctly. This weekly inspection will be recorded and logged.

On discovering a fire the user should press the nearest call point and follow the fire evacuation plan, as follows.
On hearing the fire alarm users are to:

- Leave via the nearest exit in a calm and orderly fashion.
- Assemble on the grass adjacent to the main vehicle gate.
- Complete a roll call to ensure everybody from your group is out of the building.
- Phone 999 and calmly give the address of The Hub, along with a contact name and number.

There are fire extinguishers and blankets throughout the building for use of a competent person, however, due care must always be exercised.

Details of the full Fire Safety Policy and evacuation procedure are shown as Appendix 10.

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19. Bookings system

The bookings by hirers are operated by the Council at the Parish Office Trinity Road. Potential users are encouraged to check the Hub's website for details of the facilities and availability of rooms and sessions. The website allows potential hirers to request a particular session (or group of sessions) which shall be confirmed or declined by the Council. The use of email communications is encouraged throughout.

The booking process is as follows:

User inspects website for availability

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User makes request for a booking, through the website.
An email is sent to the Parish Office

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Parish Office notes the request to ensure that hirer is genuine and suitable

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Parish Office accepts or declines booking

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If accepted, the Parish Office issues a booking form/conditions and an invoice for the hire fee and security deposit. Issued by email.

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User/hirer receives confirmation, electronically signs the booking form and makes payment by BACS

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Council confirms booking by email and prepares swipe-card.

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Swipe-card is collected by user from Parish Office
or is posted by Parish Office to user.

20. Routine inspections (daily, weekly, annual)

The caretaker shall inspect the premises, building and grounds, **daily** at 08.00. Any notable damage shall be reported immediately to the Council's Facilities Manager. The Facilities Manager shall decide what immediate action is required to ensure the premises continued safe use.

The Facilities Manager shall undertake a **weekly inspection** of the premises (building and grounds) and check for damage or loss:

External:

- Fence and gates
- CCTV cameras
- Waste bins
- Roof, guttering
- Graffiti
- Grounds Maintenance (Grass and Foliage)

Building:

- Doors and locks
- Lighting
- Switches
- Sharp edges, floor damage
- Kitchen units
- Heaters

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Toilets
Glass panels and windows

Any loss or damage shall be noted and the Facilities Manager shall decide what immediate action is required to ensure the premises continued safe use.

On an **annual basis**, each April the Facilities Manager shall thoroughly inspect the premises, as above but also to check for condition of brickwork, surfaces, window and door frames, external paths and surfaces. A schedule of items shall be prepared and remedial works undertaken.

21. Car parking

There is car parking space within the Hub grounds, available only for the use of current hirers, or those dropping off for events. The site is locked overnight between the hours of 22.30 and 08.00. Overnight parking is not permitted and any vehicles left on site will be 'locked in' until the gates are opened up for the following session. In some instances this may not be the following day.
The hirer who makes the booking is responsible for ensuring that there are no vehicles left of site after their session finishes. In the event the caretaker is called out 'out of hours' to open the gates for vehicle access, a call out charge will be taken from the hirers deposit.

22. Repairs (electrical, plumbing, building, fixings, furniture)

All users/hirers are expected to report any malfunction or damage to the building or furniture, to the Parish Office.

The Office maintains a log of all reported items which the Facilities Manager inspects and assesses priorities for action.

Immediate Priority: Leaking pipework, exposed electrical items, heating failure (in cold periods), broken windows or glazing, card entry or other lock malfunction: Affected area to be closed off or warning taped, with correct signage as appropriate. To be fixed within 24 hours.

Delayed priority: cracked or split sanitary ware, leaking taps, blown lights, cracked but not broken glass or glazing, tears in floor or furniture. To be fixed within 2 weeks.

The Facilities Manager or Caretaker may undertake some small repair tasks but all electrical and plumbing works, and those tasks which are more complex, shall be undertaken by the Council's retained contractors.

The retained contractors:

Plumbing, including gas repairs: RG Shed Plumbing and Heating
Electrical: DP Goodwin Group
Building: Fergusons Building Services
Fire Safety Systems: A1 Fire Protection (24 Hour Callout)
Drainage: Dave Roddis Drainage
Locksmiths: Thomas Locksmiths
Swipe Card Entry System:

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23. Emergency plan

24. Planned maintenance and inspections

The following schedule shall apply:

Item	Frequency	Activity
External windows and doors	Annual	Clean windows and frames
Guttering and downpipes	Annual	Clear gutters, wash
External lighting	Annual	Clean
Outside area	April to October Every 3 weeks	Grass cut
External patio area	Annual	Weedkill spray
Movable electrical equipment	Annual	PAT testing (by retained electrical contractor) Certificate required
Fixed electrical equipment	5-years	Fixed-installation testing (by retained electrical contractor) Certificate required
Fire extinguishers	Annual	Testing by specialist Certificate required
Fire alarm system	Weekly 6-months	Call point checks carried out by Facilities Manager Inspection by retained Fire Safety Contractor Certificate required (BS5839)
Fire risk assessment	3-years	Specialist fire risk contractor Certificate required
Gas safety check	Annual	Gas plumber Certificate required
Legionella/Legionnaires	As per risk assessment	Required inspection as identified in risk assessment, to be carried out by Facilities Manager

The Facilities Manager shall ensure that these routine tasks are undertaken and records maintained.

25. Cleaning and waste

All users/hirers are responsible for removing all rubbish and placing in the outside waste bins. Users/hirers shall also ensure that any spills are thoroughly cleaned, using the materials provided in each kitchen zone, and that toilets are flushed.

Employed cleaners undertake a thorough clean of all floors, and all surfaces in the kitchen and toilet zones, ensuring that sinks and toilets are clean and disinfected. This clean takes place twice-weekly for a period of 3 hours at 2.00pm Monday and Thursday.

The waste bins are collected weekly by Sussex Waste Services.

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26. Operating policies and Appendices

A copy of all the operating policies can be found as appendages to this manual. A detailed list can be found as follows:

- Health and Safety Policy shows as APPENDIX 1.
- Safeguarding Policy Shows as APPENDIX 2.
- Environmental Policy shows as APPENDIX 3.
- Equal Opportunities Policy shows as APPENDIX 4.
- Hire Rates shows as APPENDIX 5.
- Conditions of Hire Agreement shows as APPENDIX 6.
- Smoking and E-Cigarettes Policy shows as APPENDIX 7.
- Risk Assessments show as APPENDIX 8.
- Key holding Policy shows as APPENDIX 9.
- Fire Safety Policy shows as APPENDIX 10.
- First Aid Policy shows as APPENDIX 11.
- Social Media Policy shows as APPENDIX 12.
- Food Hygiene Policy shows as APPENDIX 13.
- GDPR Policy shows as APPENDIX 14.
- Complaints Policy shows as APPENDIX 15.
- Asbestos Register shows as APPENDIX 16.
- Hot works Permit shows as APPENDIX 17.
- Accident Report Form shows as APPENDIX 18.
- Gas Safety Certificate shows as APPENDIX 19.
- PAT Testing Certificate shows as APPENDIX 20.
- Fixed Electrical Installations Certificate shows as APPENDIX 21.
- PRS/PPL certificate shows as APPENDIX 22.
- Inventory shows as APPENDIX 23.
- Complaints Form shows as APPENDIX 24.

27. Record-keeping

All records relating to the operation and management of The Hub will be held at the Parish Office (Master Copies), with any required duplicate copies held in a locked filing cabinet within The Hub office.
The documentation regarding routine inspection, maintenance and operating policies of The Hub can be accessed by users at any time by referring to the Red user files stored in each of the 3 Hub kitchens.
Note: COSHH and Asbestos records must be held for at least 40 years.

28. Inventory

A comprehensive inventory covering all the fixtures, fittings and furniture present in the building has been carried out, as shown in in the appendix. The inventory is **reviewed quarterly** by the Facilities Manager to ensure that it is up to date and correct, as part of checking this inventory all items are inspected to ensure they are safe and fit for purpose.

Inventory shows as APPENDIX 25.

29. Website

The Hub has its own dedicated website that anyone can access in order to find information regarding The Hub building. This information will include, room dimensions and capacity's, details of fixtures and fittings, access to operating policies, tariff of hire rates and a diary to check available sessions. The website will work in real time with the booking system to ensure that rooms are not 'double booked'. The website will interact with The Hub social media pages and will help to publicise and promote non-commercial activities, for the benefit of residents.

Social Media Policy shows as APPENDIX 12.

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30. First Aid

A first aid box will be provided in each of the 3 Hub kitchens, stocked with the following items:

- 1 guidance card/contents list
- 2 sterile eye pads (No. 16)
- 2 sterile triangular bandages individually wrapped
- 6 safety pins
- 40 assorted hypoallergenic washproof plasters
- 4 medium sized would dressings (No. 8)
- 2 finger dressings
- Conforming bandage 7.5cm x 4.5cm
- 1 large wound dressing (No. 9)
- 20 sterile cleansing wipes
- Microporous tape 2.5cm x 10cm
- 6 pairs of powder free gloves
- 1 revive aid (CPR) mask
- 1 disposable gear retaining blanket (adult size)
- 2 sterile Burnshield dressing 10cm x 10 cm
- 1 pair of scissors
- Eye wash kit
- Blue plasters
- Crepe bandages
- Tweezers

Users are encouraged to notify the Bookings Secretary if they use any of the supplies from the first aid box in order to ensure the correct stock. In any event the contents of first aid boxes will be **inspected monthly** by the Facilities Manager and checked against the first aid box inventory.
Any accident or injury should be reported to the Parish Council by filing out an accident report form, obtained from the Red file and handing in to the Office Staff. The Facilities Manager will monitor all accident reports to ensure risk management steps are enforced and adequate.

First Aid Policy shown as APPENDIX 11.

29. Action in Rural Sussex (AIRS)

The Parish Council are working closely with AIRS, as Village Halls and Community Buildings advisory service. AIRS produce a vast range of documents detailing the operation and management of community buildings, including sample documents and changes in legislation. The Parish Council are able to access these resources through **annual membership** and are also working directly with Louise Beaton as a consultant.

AIRS guidelines have been followed in publishing of this manual. Relevant information and guidance documents can be found at the back of this manual, beyond the APPENDIX'S.

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