

Brighter Futures

Community Facility

User Guide



2023

Contact Details



Bookings – Thur/Fri 01745 355271 (9am - 5pm)
Mobile – 07901 900 180
Maintenance – 07910 900 180
Out of hours – 07778 369 046 (Emergencies Only)

Email: hello@brighterfutureshyl.co.uk

34 Wellington Road
Rhyl
Denbighshire
LL18 1BN

Introduction

Welcome to Brighter Futures, and thank you for booking the facility for your activity. You should have received a copy of the hire agreement you signed on booking, if not please contact the facility administrator by E-mail.

We want you to have an excellent experience at the facility so have outlined some helpful information below to assist with this.

Fire Safety

The Facility is fitted with an automated fire detection system with visual and audible alarm. The alarm should sound and or produce a visual warning automatically in the event of a Fire. In addition, there are a number of manual call points throughout the building as close to exits as possible. Please familiarize yourself with their location and use.

The alarm is not connected to the Fire Service - in the event of a fire, please evacuate and call 999.

There are a number of fire extinguishers located throughout the Facility. Please familiarise yourself with their location and use. (We ask that users DO NOT attempt to fight fires unless there is imminent risk to life, please just evacuate).

The fire action plan is located at each call point and in every room. The assembly point is in the "Water Street car park", turn left (East) on leaving the building and walk for approx 1 minute.

Exits must be kept clear at all times.

Instructions for resetting the alarm are displayed beside the control panel at the main entrance.

Emergency lighting will automatically turn on in the event of a power cut and remain active for at least 3 hours.

Access

Regular users will be issued keys to the main door, a deposit of £10 maybe required. Please keep these safe.

Please ensure all doors and emergency exits are closed at the end of your session.

Users may also be issued with a fob to activate the internal magnetic-lock system, if none are available you will be issued with a manual code.

If you have been given a key or fob on a temporary basis please make sure that it is returned to the administrator as soon as possible.

Lighting

The lights for the main entrance hall are on a movement sensor and will illuminate automatically as you enter or leave the facility, the light switch for the main room is located next to the bar area (left side of the coffee machine). The corridors, toilets and store rooms are on movement sensors and will come on as you enter and switch off after you leave. The kitchen lights switch is located on the wall to your right as you enter the kitchen.

Free WiFi

Fibre broadband is available for internet connection with the need for a password, which is 12345678, WiFi is provided free to all users of the facility the SSID is "Free Wifi".

Audio visual equipment

TV's, digital projector and screens etc, are available for use, please ask the Administrator if you require any assistance. The Facility has a valid TV licence.

Heating

The Ground floor is heated by a combination of underfloor heating and radiators powered by an ASHOP (Air Source Heat Pump) which can be switched on/off using the controls located behind the bar area if required, however the heating does have an automatic controller and should work without the need for adjustment. There is also an overdoor heater in the main room for very cold weather days, please ask our Administrator to demonstrate how to use this if required..

The first floor, is heated by radiators which can be switched on/off at the top of the staircase using the controls located on the wall the top of the stairs.

Adjustments to room heating on the first floor can be made

using the radiator thermostats but please put these back to original settings before leaving.

Brighter Futures aims to be as energy efficient as possible so please only switch on heaters when necessary and make sure they're all switched off at the end of your session.

Overhead heaters are also fitted into various rooms for "boosting temperatures in extremely cold weather" these should be turned on with the red power switch on the unit and set to the "single sun" setting using the remote control.

Notice Board

A small user's notice board is located at the main entrance and another in the hallways between the main room and kitchen. Please remove any out of date notices.

Do not stick notices or decorations to the walls.

Please check the notice board regularly for updates.

Kitchen

The kitchen is well equipped for most catering needs.

If you need to use the dishwasher, please read the instructions provided in the drawer beside the oven. Please note that the dishwasher needs up to sixty minutes to cycle.

A fridge is available for your use. Please make sure that you remove all food items after your session, items not taken will be disposed of.

Please ensure you store items within the fridge as per food hygiene guidance.

A hand washing station is provided.

Recycling / Waste

Please remove all waste you produce into the wheeled bin located in the alleyway next to the building. DO NOT leave any food waste in bins within the building.

Refreshments

There is a small amount of refreshments to be shared around all the groups, it is essential that each group only uses a fair amount of free hot drinks. Cold drinks (water or cordial) can be used in greater quantities.

For clarity we expect that an individual should have a limit of 2 free hot drinks, above this amount a payment of 50p should be made for each subsistent hot drink.

A free chilled water dispenser and hot water dispenser are located in the main room.

Accidents and incidents

Accidents should be reported in the accident books located with each First Aid Kit, slips should be removed and given to the facility administrator.

First Aid boxes are provided, they are located in the bar area, kitchen, first floor office and workshop.

Defects and breakages

Please log any breakages or items not working in the maintenance log book which is located at the bar area, or let our Administrator know as soon as possible by email.

In the event of an emergency breakdown of any equipment please contact us as soon as possible on the out of hours number.

Utilities

Electricity is used for heating and the system is located in the plant room at the top of the stairs. The ASHP controls in the plant room should not be used by any user groups.

Electricity – the supply can be switched off in the store cupboard located under the stairs.

Water – the supply can be switched off in the store cupboard located under the stairs.

The Facility does not use any mains Gas.

Lone working

Please ensure that you do not lone work on the premises.

Portable electrical equipment

All portable electrical equipment in the Facility is regularly examined. Please ensure that any equipment you bring into the facility is safe and checked by a suitably qualified person.

Food store

Please ensure that you do not take any products from the food store without seeking permission from the Trustees or Administartor.

Security and monitoring

The entire premises are covered by CCTV, this system records and stores all activity for circa 7 days, the system is regularly monitored by our team for the protection of our assets. Users can request to view any CCTV images or use the IPAD behind the bar to monitor rooms in real time.

Cleaning

The Facility is cleaned regularly but users should ensure they leave the premises as found. Cleaning materials can be found throughout the facility.

Please sweep floors and ensure any spills are quickly mopped up, particularly on the wooden floor in the main room. Only a minimum amount of water should be used when cleaning the floors, e.g. using a wrung out cloth.

Ensure all bins within the Facility are emptied into the outside bin.

Departure check-list

- ·Sweep floors, clean and leave the Facility as found.
- ·Take away any excessive rubbish.
- ·Check all windows and doors are closed and locked.
- ·Turn off heaters.
- ·Turn off lights.
- ·Turn of all plug sockets (excluding fridges / freezers).
- ·Lock all doors.
- ·Return keys.

