

St Johns Centre User Guide



There is a Letter box in the main door and in the internal door. Please do leave post there and it will be taken to the appropriate group during the opening times on the day. The address is 64 Larcom Street SE171NQ

Keys;

There are limited keys to the premises, rooms and different floors

The entrance double door is very large and is the original door. It has a large deadlock which is the first to be opened and last to lock. There are two bolts fitted to the left door and attach to the floor/ ceiling when not in use. On opening the doors should be released and secured fully open and the bolt should be locked in place when closing after using the site

After opening the main door there is a secured internal door which needs to be unlocked in the morning and locked in the evening. This door should remain closed and with the intercom system working will enable access to appropriate people thought the day's business. It is important this is not propped open, left in the unlock position or in any way breaches the security of the users of the centre by enabling general public access to the building.

Entry systems – intercom

Each entry phone has a separate button at the front door.

Intercom system Entrance order of buttons from the top	
1	Main Community hall intercom
2	
3	St Johns Preschool and Lighthouse- 1st Floor
4	St Johns Preschool and Lighthouse Quiet room 1st floor
5	Superarts – main hall- 2nd Floor
6	Superarts – quiet room- 2nd Floor
7	Total Function and London Bridge Language School– 3 rd Floor

Any visitor to the centre identifies the group they wish to speak to or visit on the list and presses the entry button for that group. **Members of the public should not be given the entrance number for the main door.** This would defeat the security for any lone worker in the building. Entry to your organisation should be by the release of the intercom button by the person in charge

- When the entry phone rings you will see a visual display of who is at the door
- Pick up the phone and talk to the person.
- If there is no visual press the eye button twice and it should appear.
- If you agree with the person coming into the building you can press the key button release.

The alert buzzer on the entry phone in the office/room can be silenced by pressing the bell symbol. This might be required if there are young children sleeping or there is a meeting which does not want to be disturbed.



Mobility lift

If someone is in a wheel chair or has mobility issues and needs to use the lift press the entry button to let them in, walk down to the entrance to escort the person to and into the lift and stay with them until they are at the correct floor

Access to the lift is by key only held by authorised personnel.

Press the button on the left if the lift is on your floor it will have a green light outside. If the lift is travelling to you it will be a red light. Once inside the lift, it is important that you have your finger on the button all the time the lift is moving or it will not arrive at your floor. The door is electronic and will open easily if you just pull the handle. It will allow people enough time to get into the lift and the door will close.

Do not force the door to close.

On entry to the lift, please make sure your guest is secured and is holding the railing and not holding the walls. Select the floor you wish to go to and press the button for that floor. You need to be aware at all times and it will stop at the correct floor and the door will release. The system will tell you the number of the floor.

You must hold the floor button throughout the journey.

Any people with mobility or disabilities using the lift must be escorted at all times. If a vulnerable person should collapse between floors they will release the button and the lift would stop therefore making them difficult to reach. If the lift stops working while you are in

it or for any unforeseen reason there is an emergency bell which will alert others in the building and there is a phone connected to the ground floor so that you can explain what the circumstances are in the lift and summon help. **This is a mobility lift for people who have difficulty walking or who are in mobility chairs and cannot gain access to the upstairs floors.** It is not supplied for able bodied people who should always be encouraged to use the stairs or for movement of furniture. In the event of an emergency or fire the lift should not be used and the visitor should be taken to the stairwell and looked after on the landing area until assistance arrives.

First Aid – emergency protocols

Each organisation based at the centre should have a qualified first aider who will deal with emergencies in their unit and each organisation should have a protocol for this.

On the Community Ground Floor there is a first aid station in the main kitchen. This has bandages and plasters and a small kit. This should be used if there is a minor emergency.

If there is a major emergency always call 999 and get assistance from the ambulance service.

- Whatever the accident or incident please complete the accident book which is held in the same station area or within each organisation.
- Always have the injured person's name and contact details.
- What the incident was, where and what equipment was involved
- Please retain any equipment for inspection and possible evidence
- Who is reporting the incident and full witness's details and statement?
- Please then notify the person who is the link for the hire of the event or the Centre Manager or Parish Vicar that there has been a difficulty and let them know you have completed the necessary forms.
- This must be completed within 24 hours



Smoke detectors

For your safety the very latest technological smoke detectors have been installed throughout the Centre.

Do not smoke in any part of the building.

The system is very sensitive. In the kitchen areas there are also heat detectors. If they are activated the whole alarm system will be triggered and will need to be reset. In these circumstances you will need to get assistance by calling and reaching one of the key workers who will have been identified on your booking form.

You cannot reset yourself.

Emergency numbers are supplied to the person in charge.

Fire Alarm



In the event of the fire alarm system going off either because of an incident or by accident everyone must treat it as an emergency.

This building has a single exit route from the upper floors so it is critical that none of the firebreak areas or corridors have any obstacles which would fuel a fire, create a trip hazard or block any exit. The escape route is on the ground floor. Exit is through the main entry door or the fire door from the community hall

Your group must leave the centre at the easiest exit being careful to leave behind any bags and belongings. (You could be taking a dangerous item to the safe zone if you take bags with you.)

The person in charge should check toilets, kitchen areas and any other areas being used by the group to make sure everyone has left.

There are fire extinguishers throughout the Centre which can be used if an exit is blocked but if the situation is not life threatening do not attempt to use them. **Leave the building**

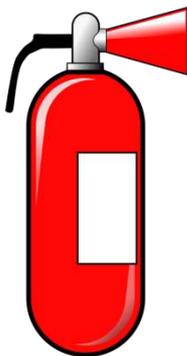
Do not use the lift under any circumstances to evacuate people. If there is someone in a wheel chair take them to the landing on the stair wells or in the quiet rooms, stay with them until help reaches you.

Escape routes. Each floor has an escape route notice pinned to the floors notice board. Please make yourself familiar with this and the location of extinguishers and the nearest exit. Leave the centre and congregate at the piano steps around the corner on Brandon Street. Whoever is in charge should check their visitor's role call to make sure everyone has been evacuated from the building. When safe to do so and if appropriate call the emergency services and give them your location:

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When they arrive tell them if anyone is missing and their approximate / exact location where they were last seen. Do not re-entre the building until you have been told to do so by the fire brigade. If the alarm has been activated and there is no emergency you will not be able to reset it and so will need to contact the centre management. There is a tier of support which you would try beginning with the Caretaker, next Centre Manager, next the Community support worker and then if all three of those are unavailable the Vicar of St Johns. They will then come along and reset the system. You will be given their contact numbers either on the booking hire agreement or on the licensee information

There will be weekly fire alarm checks and there should be a group/ floor fire drill held at least once year for each organisation. These should be recorded and entered into the register held in the main parish office. If your group has an incident with the fire alarms this must be reported to the Community Centre Office as soon as possible.



Your safety is our main
equipment which you br



Portable appliance visual checks

Electrical Equipment safety/ PAT testing

There is no statutory frequency for appliance testing and most of the issues are common sense. A simple visual check should be carried out by the user every time before use to check for such things as frayed wires, damaged plugs and loose connections

There will be annual PAT checks of any mobile electrical appliance which are used at the centre.

These will be carried out by a professional appropriate people and all items recorded and labelled with the PAT testing confirmation.

Visual checks should be on all plugs checking for

- Cracked casing
- Bent pins
- Pins not insulated
- Incorrectly rated fuse
- Incorrectly connected wires
- Loose connections - should be marked BS1363
- Loose cable clamp - outer insulation not held by clamp or cut to short



Mains leads should always be inspected before use for

- Cuts
- Frays
- Brittle
- Kinked
- Coiled
- Taped joints
- Signs of burning or singeing
- Not secured by grommet/clamp on the appliance

All Appliances should be checked before use for

- Damaged / faulty operation of on/off switch
- Damage to casing
- Loose parts
- Missing screws
- Evidence of overheating
- Evidence of moisture - Accessible fuse holders
- Exposed cables



Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone. In St Johns Centre a control access has been installed which allows individuals to identify who is at the door and only enable access if it is safe to do so. It is important that if you are working alone in the building you use the security and if appropriate lock the large door from the inside. Anyone who is expected to be in the building will have a key access. This will be particularly important in the winter months when it is dark very early. Please do make sure someone from your organisation is aware you are working alone and that you have a procedure for checking in and informing people when you have safely left the building



Risk Assessment – use of cleaning materials

Working with Hazardous substances and cleaning materials. There is a centre policy for sustainability and over the next three years some specific targets which will look at making sure the actions of everyone using the centre are compliant with recycling and general usage of the centre. All cleaning materials should be assessed for the level of hazard which they hold to participants at the centre. As far as possible Eco products should be used for washing up and cleaning of surfaces and floors. There should be no hazardous substances which are marked harmful, very toxic, flammable, highly or extremely hazardous, explosive, corrosive or dangerous to the environment. All materials must be labelled and in the correct containers, do not transfer into unmarked jars or containers. For regular use of materials at the centre there should be a method statement of its impact for each one: example below: Name of substance: e.g. Flash liquid floor cleaner

Hazard level : Low

Storage: Must be kept in locked stored room or secure area away from vulnerable people

Protective clothing: wear gloves and overalls / old clothes when cleaning

Accidents: Spillage should be washed up immediately. If splashed in eye wash with plain water immediately

There is a COSHH record file should be available for all to view when required.



Keep all cleaning materials locked away from children and vulnerable

people





General Risk

Assessments

Slips Trips and fall

These are the most frequent accidents which occur. In the Centre we have minimised this risk by carrying out effective refurbishment, but there are always possibilities that people will still have accidents due to organisers not thinking through what might happen and taking action to prevent injury or harm. Your organisation should always carry out a risk assessment and send a copy to the Centre Manager who would be very happy to comment if you have forgotten something.

You should make sure that during your event or group you minimise potential harm by

- Having nothing in place which obstructs the doors, corridors, stairwells or landing spaces
- There should be no unsupervised children running around the centre
- Cleaning (if possible) should be carried out when members of the public are off site.
- If cleaning does take place when people are on site please make sure you have a cleaning notice in place to highlight this is happening and that the area may be slippery as a result.
- Ensure that the lighting is adequately turned on for the activity.
- People should hold onto the banister when coming down the stairs



- If working on a high level for any reason you must have adequate support to hold steps to make sure you are safe.
- Please make sure you are using appropriate aids to help you lift things or to move heavy objects.
- Please make sure you are wearing appropriate clothing and footwear to prepare and clear up from your event or activity.
- The centre has strict safeguarding policy and so you need to make sure you comply as much as possible with this for the safety of your children at the event/ activity
- If you are holding a fete, children's activities including bouncy castles or any public activity where people can walk in off the street and participate in it, you must submit a full risk assessment for agreement by the Centre manager at least one week in advance of the event.

Acceptable behaviour

While you are on the Centre premises please behave in an appropriate manner.

- Give care and consideration for neighbours who live close by
- Remember there are other users in the centre.
- Always clear up behind your self
- Always be polite and courteous.

Have lots of fun we like laughter, involvement and making friends

Toilets – Please make sure you leave the toilets how you find them (hopefully that is clean)

- There is hot and cold water.
- Air dryers for your hands,
- Toilet rolls provided and soap pump dispensers



Garden area

The use of the garden area is restricted. The garden backs straight onto people's homes. It is accessed through the 1st floor unit. It should only be used for the school groups or nurseries that are using that floor. This is for external play only for these two children projects between 9.30 – 15.30pm Monday – Friday

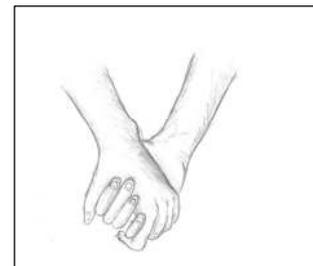


Hire agreement

The person responsible for the hall hire will have an agreement which they will sign. The person must make sure they abide by these user guidelines. The individual will be responsible for

- People attending their event
- All electrical equipment
- Any kitchen / catering arrangements
- Alcohol restrictions
- Movement of furniture
- Cleaning up behind event

It's a partnership lets work together



Kitchen Hygiene

The community kitchen is equipped and ready for use at your event. It is important that food hygiene is adhered to. We recommend that everyone using the kitchen facility has a 'Level 2 certificate in Food Hygiene' particularly if you are catering for a group of vulnerable people.

There are a number of easy on line training programmes which are fairly cheap and make you think about use of the kitchen area, looking after food, preparing and storage of food, cleaning up behind you and leaving it for the next person. This will be agreed in your hire terms.



Rubbish bins in Southwark

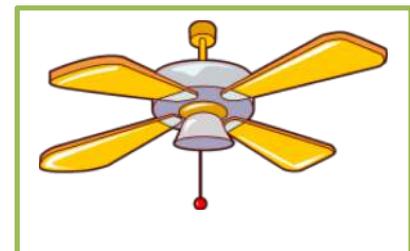
Blue is recycling – **Green** is for general rubbish

Please do recycle as much as possible at your event. You can put these into the recycling bins

- Cardboard
- Plastic bottles and cutlery
- Washed Cans
- Non contaminated plates

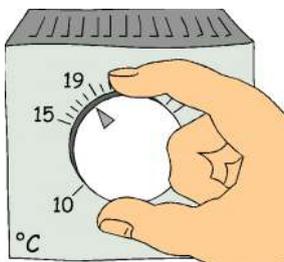
If you have general wastes please secure properly in black sacks and put into the green bins.

Where possible bring your catering in reusable containers which can be taken home.



Heaters are located in all rooms and communal areas. These may not be required during the summer months

In the winter they will be programmed to come on prior to your visit and to go off after your event so there is a controlled temperature in the hall.



Fans There are ceiling fans which can be controlled from the switches in the hall with settings which will regulate the movement of the air. Use of the main fans in the halls is simple.

- There are three levels – forward, off and reverse.
- The forward should be used to bring fresh air into the hall
- The reverse extracts the air from the room and the off button is exactly that.
- There is a speed control on the fans and this should normally be about 4 bars to get the best result.
- Please make sure the fans are turned off properly when you have finished your session.

Movement of furniture

When moving furniture you should use the trolleys provided.

There is a chair trolley which you can unload or reload the chairs into and from at the exact place in the hall.

The tables need to be carried individually. The legs are opened and clicked into place and two people should put the table in the correct position.



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