



Main/Registered Office: Signposts, 58 Regent Road, Morecambe, LA3 1TE

Telephone : (01524) 419021

Fax : (01524) 411541

E-mail: signpostsmarc@signposts.org.uk

Website: www.signposts.org.uk

“Working to Empower the Community”
in Lancashire and Cumbria

Pamela Beswick - Chief Executive Officer

Community
Legal Service



Help Point

Signposts MARC Ltd Booking Buildings



Full conference/seminar facilities available
including rooms, ICT, staff and catering

Charity Registration Number: 1117645
Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592
Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

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Contact Details



Main Office
58 Regent Road,
Morecambe, LA3 1TE
Tel: 01524 419021
Fax: 01524 411541
signpostsmarc@signposts.org.uk

Information and Advice Service
93 Westminster Road,
Morecambe
Tel: 01524 419021
info.and.advice@signposts.org.uk

**Farrington Park
Community Centre**
18-24 Thirlmere Road,
Preston, PR1 5TR
Tel: 01772 759413 or
Tel: 01772 703018

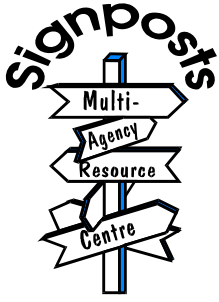
Tanterton Community Centre
Kidsgrove, Tanterton
Preston, PR2 7BX
Tel: 01772 723329

Grange Community Centre
2-4 Hazel Grove, Ribbleton
Preston, PR2 6PT
Tel: 01772 653539

ICT Support Service
Tel: 01524 427788 or 732807
Email: support@vcfs-icts.org.uk
Web: www.vcfs-icts.org.uk

Signposts MARC Ltd

Buildings



Information and Advice Centre

93 Westminster Road,
Morecambe, LA3 1TE

Maps showing how to get to each centre by road, rail and bus are available to download at: www.signposts.org.uk/contact.html

Room 1



Room 1 can be used as a meeting room for up to 10 people

Room 2



Room 2 can be used as a meeting room for up to 5 people

Both rooms have access to the below:

- Kitchen for refreshments
- Photocopier at a cost
- PowerPoint Projector - booking required
- Overhead Projector - booking required
- Television/Video - booking required
- Flip chart, paper and pens - booking required

To assist in its work, Signposts is equipped to a high level with the provision of a range of resources including computers with Internet access, a telephone in each room, and a fax, photocopier and laminator, these can all be used by other agencies using the building.

**For further information and booking please contact
Signposts Main Office on 01524 419021 or visit**

**www.signposts.org.uk
signpostsmarc@signposts.org.uk**



Tanterton Community Centre Kidsgrove, Ingol, Preston PR2 7BX

Maps showing how to get to each centre by road, rail and bus are available to download at: www.signposts.org.uk/contact.html



This large community facility is situated in the centre of Ingol and provides an ideal venue for both formal and informal events.

It has off road parking, is close to the bus route and is approx 5 minutes away from the M6 Northbound (Jct 32)

Resources Available:

- Comfortable hall seats up to 70 people
- Fully equipped kitchen
- Catering available
- Photocopier at a cost
- Flipchart - booking required
- TV/Video - booking required

For further information and booking please contact

Signposts Main Office on 01524 419021 or visit

www.signposts.org.uk

signpostsmarc@signposts.org.uk



Grange Community Centre 2-4 Hazel Grove, Ribbleton, Preston, PR2 6PT

Maps showing how to get to each centre by road, rail and bus are available to download at: www.signposts.org.uk/contact.html



Grange is a community and enterprise centre and has a range of spaces available for both ad hoc and long term hire, including offices, storage units and a community hall.

The Centre is situated close to the M6 (Jct 31a) which makes it an ideal venue for meetings and events.

Resources Available:

- * Two comfortable bookable rooms
- Hall seats up to 50 people
- Small meeting room seats up to 12 people
- Car parking facilities
- Kitchen for refreshments

**For further information and booking please contact
Signposts Main Office on 01524 419021 or visit
www.signposts.org.uk
signpostsmarc@signposts.org.uk**



Farrington Park Community Centre 18-24 Thirlmere Road, Preston, PR1 5TU

Maps showing how to get to each centre by road, rail and bus are available to download at: www.signposts.org.uk/contact.html



This Community Centre is an ideal venue for meetings and social gatherings. The Centre is fully accessible for all ages and abilities and is only two minutes from the M6 motorway (Jct 31).

Off road parking is available at the front of the centre. Catering can be provided.

Resources Available:

- Two bookable rooms
- Hall seats up to 60 people, small meeting space seats up to 10
- Fully equipped kitchen
- PowerPoint projector - booking required
- Flipchart - booking required
- TV/Video - booking required

**For further information and booking please contact
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www.signposts.org.uk
signpostsmarc@signposts.org.uk**

Signposts Buildings Fees and Charges Policy

Bookings are usually made/charged in two hour slots as follows:

- 10am - 12noon
- 1pm - 3pm
- 3pm - 5pm
- 5pm - 7pm
- 7pm - 9pm

Rate 1 No charge for room rental

An option for small community based groups not charging an admittance fee for attendees.

Any refreshments consumed at these sessions should be purchased from Signposts at 40p tea & 50p coffee.

Rate 2 Rent @ £8.45 per hour

The rental fee for:

- * Small Charity based group (not for profit) with an income of under £100,000.
- * Charity based group (not for profit) with an income of over £100,000 who are providing a service to the community local to the centre.
- * Community based groups who charge an admittance fee for users to access their session.
- * Children's parties.

Any refreshments consumed at these sessions must be purchased from Signposts at 10p per cup.

Rate 3 Rent @ £10.55 per hour

The rental fee for:

- * Charity based group (not for profit) with an income of over £100,000.
- * Statutory partners

Rate 4 Rent @ £20.30 per hour

The rental fee for:

- * Businesses/profit making organisations
- * Weddings and adults parties
- * Training events where a fee is to be charged for the training

THINGS YOU NEED TO KNOW ABOUT BOOKING AND USING SPACE AT SIGNPOSTS

This section of the booklet provides the guide-lines for everyone using space within a Signposts venue so that the organisation can operate as easily, safely and co-operatively as possible. It outlines what is available to them and what is expected of users of our premises.

Please read right through these guide-lines carefully before you book space at Signposts.

ATMOSPHERE (EQUAL OPPORTUNITY)

Signposts endeavours to meet the needs of all sections of society. If you book and use space within a Signposts venue you will be expected to comply with its Equal Opportunity Policy. **Please ask for a copy or visit the website www.signposts.org.uk.**

Consequently, you will be expected to:-

- * use language and behaviour which strives towards Equal Opportunity.
- * make sure that any material or publicity displayed reflects this policy and clear it with the Chief Executive before using the building.
- * behave with consideration towards staff and other users at Signposts and in the surrounding community.

CHILDREN

Children are welcome, but Signposts cannot provide childcare for users, apart from specific sessions when a childcare facility can be booked. At other times users must be responsible for the care of children during their session. To help you Signposts has available in most venues:-

- * Baby Equipment
- * A Toy Box

Signposts has a Safeguarding Children and Adults Policy with which you should be familiar. Please ask for a copy or visit the website www.signposts.org.uk.

CLIENT PROTECTION

When you use facilities at Signposts you will be expected:

- * to have the **necessary qualifications** to carry out the work that you do
- * to have the **necessary insurance** for the work that you do
- * to provide **two character references** for everyone (including volunteers and students on placement or work experience) who are meeting members of the public and who are not already approved by a recognised agency.

COMPLAINTS

If, for whatever reason, you are dissatisfied with the service offered by Signposts, please, where possible, speak with the staff on duty initially, or contact the Chief Executive via Signposts Main Office or signpostsmarc@signposts.org.uk if the team locally cannot resolve things.

Signposts has a Complaints Policy with which you should be familiar. Please ask for a copy or visit the website www.signposts.org.uk.

CONFIDENTIALITY

Signposts has a clear Confidentiality Policy to protect those using the building and those working there. Copies are on display in the buildings and you will be expected to be familiar with and adhere to this policy. **Please ask for a copy or visit the website www.signposts.org.uk.**

Please note that this policy has specific implications for Child Protection and vulnerable adults.

PLEASE NOTE: IT IS A CONDITION OF USING SIGNPOSTS THAT INFORMATION ABOUT INDIVIDUALS WILL NOT BE DISCUSSED INAPPROPRIATELY.

EMERGENCIES

If anything exceptional occurs whilst you are using Signposts, or you need assistance, please contact the staff at Main Office - 01524 419021 or on the telephone number provided to you. **Please only use this number in emergencies.**

ENVIRONMENT

Signposts wishes to create a welcoming environment and be a good neighbour. Users are expected to support this aim in general and take note of the following particular requirements. Please check with the Chief Executive for clarification of any requirement.

It is now Law that all buildings must be smoke-free and smoking may not take place within 5 ft of a building, therefore to remain within the bounds of the law **Signposts will be smoke free.** Users must ensure that this rule is applied.

You will be expected to **operate within the law** at all times and it is expected that you and your users will **not have alcohol or illegal drugs** with them when using Signposts.

Gambling or Raffles will not take place. (Excluding bingo) raffles need specific permission and a licence.

The lease for Signposts Information and Advice Centre in Morecambe prohibits use of the premises after 10.00pm. This means that **drop-in sessions must finish by 9.30pm** and any **meetings or staff must clear the building by 10.00pm.**

When using other venues we ask that you are respectful of our neighbours.

Please note that **Signposts does not have an Entertainments Licence** and that individual groups using the centres will need to make their own music licence arrangements.

HOUSEKEEPING

As a user you are responsible for setting-up and clearing-away for your session. **This includes leaving furniture and equipment as it was found, preparing refreshments, loading dishwashers where available to wash up, removing litter etc.** Where you have paid for catering/refreshments as part of your booking support will be provided.

Signposts staff may help you from time to time, but this is not part of

their normal duties. Whilst some cleaning is provided this is not sufficient - everyone needs to help. You will be responsible for making good any breakages or damage, etc.

Unfortunately, there is **minimal space to store equipment** at Signposts. Please discuss your needs with the Chief Executive or representative.

If you require the **shower facilities** at Signposts (Morecambe Information & Advice only) for your session you will need appropriate towels. A washer/dryer is available for urgent needs.

INFORMATION

The following equipment to aid access to information is available **on request**:

- * Portable Induction Loop (booking required)
- * Eezeereader Magnifying Aid for reading print.
- * Information available in languages other than English.
- * Information available in an easy to understand format.

Please ask the Chief Executive if you have any other special needs.

KEYS AND SECURITY

A separate leaflet will be provided to users about the keys procedure. This should be kept in a secure place and shown only to those who need to know.

The building should be kept secure at all times and the main doors either supervised or locked when your group/activity has assembled.

PHYSICAL ACCESS

Signposts is committed to Equal Opportunity; as part of this policy buildings have been designed to be **accessible to people who have difficulty walking, and those who use wheelchairs.**

SAFETY

For your safety our buildings are fitted with the following alarm systems:
Fire / Intruder / Panic Buttons (Morecambe Info & Advice)

If you are going to be using Signposts when staff are not on duty, you will need to be familiar with these systems. Before you start your first session, make sure you are shown how they work, and how to respond if the alarms are activated.

FIRE ALARM. In the event of the alarm sounding you should vacate the building and congregate in the designated area which is clearly signposted within each venue—please make yourself aware of the arrangements by asking staff within the venue.

INJURY INSURANCE

Signposts will not be held responsible for any personal injury, loss of property or vandalism that arises from your use of the premises. You should check that your own organisation has the necessary insurance to cover you when on Signpost's premises. If in doubt, talk to the Signpost Chief Executive.

HIRERS LIABILITY INSURANCE

Signposts provides a minimal insurance cover upon request to small groups who are not able to put their own cover in place for issues which may arise whilst using our venues—should you require this cover, please put this request on the booking form—this will then be considered by our insurers before a booking can be confirmed.

FIRST AID AND SAFETY

A First Aid Box is located in each venue; it contains some basic instructions for its use. With it is an **Accident Report form which must be filled in** if an accident or near miss occurs to anyone using the centre in connection with your booking. Please be aware of where these are kept within each centre you use.

Accident forms are also available on the Signposts website and completed forms should be returned to the Chief Executive, Signposts Main Office, 58 Regent Road, Morecambe, LA3 1TE

Your use of any equipment and your working practices should be in compliance with the **Health and Safety Regulations**. This is a condition of your booking.

TENURE

The use of Signposts is reviewed regularly, and there is no commitment given to its permanent use by any group or agency unless specifically agreed.

In co-ordinating the use of Signposts **the needs of the local community will be paramount** and thus local organisations will be given priority.

WHO CAN BOOK ROOMS AT SIGNPOSTS

Rooms at Signposts can be booked for most purposes, particularly those which serve or support the needs of the local community.

Bookings will be considered by the Chief Executive on an individual basis.

We do however impose a few restrictions as outlined below:

- * Signposts cannot be booked by any group, which seeks to restrict the rights of others to exercise their choices within the law.
- * Signposts cannot be used for Party Political purposes however political surgeries for example would be acceptable.
- * If the booking is for direct either company or individual financial gain we may check credentials with the relevant authorities.

Chief Executive reserves the right to refuse bookings and in this event, there is a right of appeal to the Signposts Executive Committee with the relevant authorisation.

HOW TO BOOK SPACE

Please call us on 01772 759413 or (if booking a Morecambe venue) 01524 419021 to check availability of space within the venues listed. We will hold a room for you for 7 days on the basis of a telephone enquiry, pending receipt of our Booking Form.

To confirm your requirements please complete the attached booking form and return it to the Signposts Main Office **as soon as you can**. You will then be contacted to discuss your requirements.

Please note the following points:-

- * Signposts venues are popular, and it may be that you won't get a session straight away, or as many sessions as you requested.
- * All bookings are reviewed at three-monthly intervals and no guarantee is given that your use of rooms will continue. You will be contacted to discuss this situation if it should arise.
- * If for any reason your session has to be cancelled, you will be responsible for notifying any members or clients that this may affect.
- * Signposts periodically provides training sessions for anyone using or interested in using the facilities.
- * Your organisation will be responsible for publicising the sessions that it is running. Signposts reserves the right to ensure that such publicity is in keeping with the guide-lines provided in this document.

Terms and Conditions

All arrangements for the hire of rooms and services are made between Signposts MARC Ltd (Signposts) and the hirer.

Room hire is normally from **9.00am to 5.00pm**, but arrangements outside these hours can be arranged and we reserve the right to train and induct the hirer or their representative as a keyholder to the building to facilitate your access.

Rooms are secured only on receipt of a booking form. This should be sent to the Signposts Main Office within 7 days of the provisional booking or the room hire will be automatically cancelled. Any cancellations or amendments to the booking by the customer must be made in writing.

The hirer will be liable for the full hire costs if cancellation is not received in writing 7 days or more before the hire date. If Signposts has to cancel, we will substitute a similar or better room if possible or alternatively make a full refund.

The room hire fee will be due 30 days upon receipt of the invoice raised for these items. Should the hirer fail to pay any invoices within this period Signposts shall have the right to cancel any other contractual agreements with the customer without prior notice.

Signposts reserves the right to alter or amend prices or any other details shown in this brochure including the website www.signposts.org.uk. Hirers will be invoiced for the rates applicable at the time their booking is confirmed.

Equipment hire is normally through Signposts though the hirer can provide their own equipment subject to appropriate electrical checks being in place. The hirer shall be responsible for all their own equipment brought onto the premises and for any damage caused to Signposts property or fixtures by any person, equipment or exhibit brought on to the premises by the hirer.

Signposts shall not be responsible for any loss or damage to any property arising out of the holding of a function or any injury which may be incurred by or be done or happen to any person during the holding of an event arising from any cause whatsoever, or for any loss due to any breakdown of machinery, failure of supply of electricity or telephone, leakage of water, fire, riot, government restriction or act of God which may cause the premises to be temporarily closed or the event interrupted unless the hirer opts to request hirers liability insurance via Signposts in which case certain exclusions will still apply and information will be provided on request.

Please Note

If you are a formally constituted body we will require to see evidence of your current Public Liability Insurance cover. Any other groups who do not have public liability insurance will be covered under Signposts Hirers Liability Insurance Policy.

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Community
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Help Point

Signposts Booking Form

Contact Details

Name: _____

Organisation: _____

Address: _____

Where to send invoice (if different from above)

Telephone no: _____

Mobile no: _____

Email Address: _____

Booking Requirements

Venue: _____

Room: _____

Name/description of event: _____

Time: _____

Dates: _____

Frequency: _____

Numbers of expected participants _____

Catering

Food 4 Thought

Signposts are able to provide catering through our Food 4 Thought outside catering service. If you require catering for your booking please contact Signposts Main Office for this to be booked or tick this box when completing your booking and we will contact you on receipt of your booking.

Childcare

Travelling Tots

Signposts are able to provide childcare through our Travelling Tots mobile crèche service. If you require childcare for your booking please contact Signposts Main Office for this to be booked or tick this box when completing your booking and we will contact you on receipt of your booking.

Any other needs:

Booking Declaration

- I have read and am familiar with the "Guide To Using The Building " section of this Booklet for Signposts and the need to comply with its policies and procedures.
- I have checked with my organisation that I carry the necessary insurance cover for the activities I intend to carry out.

Signed: _____

Date: _____

For Preston venues, please return this form to: June Killeen, Farrington Park Community Centre, 18-24 Thirlmere Road, Preston, PR1 5TR

Email: june.killeen@signposts.org.uk

Phone: 01772 759413

For Morecambe venues, please return this form to Signposts, 58 Regent Road, Morecambe, LA3 1TE

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E-mail: signpostsmarc@signposts.org.uk

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Agency Monitoring Form for Signposts buildings

Please complete this form for our monitoring evidence, this information enables us to produce statistical evidence which is a requirement of funders

Name of group/organisation: _____

Numbers of people attending:

Male _____ Female _____

Total number of staff: _____

Age of attendees <18 18-25 26-40 40-60 60+

Ethnicity	White		Black Caribbean		Pakistani		Refusal	
	White Irish		Black (Other)		Bangladeshi		Gypsy Traveller	
	Black African		Indian		Chinese		Eastern European	
	Dual Heritage (specify)		Other (specify)		Asian (other)		Not Known	

How did you hear about Signposts? Please circle

Website; friend; telephone directory; advertisement; word of mouth;
other please state _____

Opening and closing checklist

Please follow the checklist & indicate by circling **YES** or **NO** as appropriate.
Please add any comments in the space provided below.

ON ARRIVING

Is the room clean and tidy on arrival? YES/NO

Is the room warm enough for your session YES/NO

Are the Fire Exits clear of any obstructions? YES/NO

If NO please clear them now

Are the fire extinguishers in place and untampered with? YES/NO

If NO inform staff by commenting below

Are you familiar with the fire drill procedure for this building?

YES/NO

If NO please check the fire instructions on the doors or ask

Do you know where the First Aid box is kept? YES/NO

ON LEAVING

If you have hired any equipment, is it still in good working order?

YES/NO

If NO inform staff by commenting below.

Have you put everything back in place? YES/NO

If no what is the reason?

Did you use the kitchen facilities? YES/NO

If YES has the area been left clean and tidy?

Is the room/facility clean and tidy ready for the next period of use?

YES/NO

Please note any comments, concerns, issues or compliments that arise after your session _____

**Please return this form (1) either by leaving it in the building or (2) to
Signposts Main Office, 58 Regent Road, Morecambe, LA3 1TE**