

VCS Hub Guide and Agreement

Wandsworth Council has made 1,700sqft of space on the ground floor of Wandsworth Town Hall available for a brand-new community workspace. This follows feedback from the Voluntary and Community Sector (VCS) and is part of the Council's commitment to supporting local VCS organisations.

The space comprises of 24 workstations, three meeting rooms, as well as breakout space. It will be available to access from 8am to 6pm, Monday to Friday, and will need to be booked in advance on a first come, first served basis.

This document provides a guide for organisations using the VCS Hub and forms part of the agreement between the Council and organisations for their use of the VCS Hub.

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1. THE VCS HUB: OVERVIEW

LOCATION

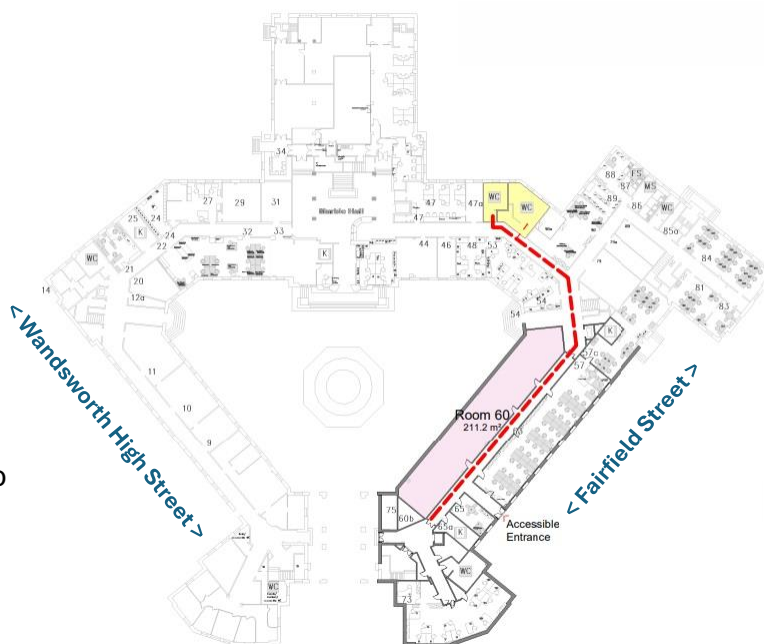
VCS Hub address:

Room 60 Ground Floor, The Town Hall, Wandsworth High Street, London SW18 2PU

OPENING HOURS

The VCS Hub will be open Monday to Friday from 8am – 6pm.

It is closed on bank holidays and weekends. No parking is available on site.



FACILITIES AND SERVICES

- A shared kitchen with tea and coffee making facilities, a fridge and microwave is located across the corridor.
- Lockers are available for storage: the lockers are accessed by a pincode and intended to be used for short term daily storage of personal items. We are not able to offer larger or long-term storage options within the shared office space.
- 24 workstations, each with a wide screen and a HDMI cable and access to a power socket, a keyboard and mouse.
- 3 meetings rooms available to book (two rooms suitable for up to 6, and one meeting room for up to 12 people).
- Guest wifi
- Toilets, including an accessible toilet, are available for users of the space and their guests, these are located down the corridor in the direction of the Marble Hall.

2. ACCESS

Following the completion of your registration, the Facilities Management Team will issue access cards to the building and a photo ID card for each individual registered. The nominated person from your organisation listed on the registration form will be responsible for the management of the access cards, and you will need to wear your ID card whilst on the Wandsworth Town Hall site.

You will only be able to enter the VCS Hub via the allocated entrance on Fairfield Street, it cannot be used to access other parts of the building.

During the first three months, we will provide a **maximum of three access cards** per organisation. It is your responsibility to arrange collections and distribute these cards to your staff members and volunteers.

We have a strict **no-tailgating policy**, so should any member of staff request to see your ID card, you must present it. In the event of an emergency, or on being requested to do so by a council officer, all persons must leave the venue immediately.

If you do not have your ID or access card, you will not be able to enter the building. All lost, missing, or stolen cards must be reported as soon as possible via email:

FMHelpdesk@richmondandwandsworth.gov.uk.

3. DESK AND MEETING ROOM BOOKING SYSTEM

To use the space, you will need to book a workstation or meeting room; you can book a maximum of 4 weeks in advance – this is to ensure there is flexibility and access for all registered organisations. Desks and meeting rooms are booked on a first come first served basis and each workstation will need to be booked individually, for a named staff member or volunteer.

Once you have registered, you will receive an email with your log in details, and a “how to” guide for Clearrooms booking desks and meeting rooms.

The website is: portal.clearrooms.com

We will be operating a clear desk policy; please ensure workstations are cleared at the end of the day and you do not leave any confidential documents in the Hub.

All Electrical equipment you bring in must be connected in accordance with IEE regulations.

4. VISITORS

You may bring visitors into the building – whilst in the building, the visitor is your responsibility, and you must sign the person in as they enter the building and sign them out after they leave. There is a sign-in form hanging in the VCS Hub.

Visitors must be met at the Fairfield Street entrance of the Town Hall and be escorted to the VCS Hub as access control is in operation.

Visitors are only permitted to be in the meeting rooms for the designated booking time. Visitors are not allowed to use the workstations as these are only available to book for individuals registered to use the VCS Hub.

5. CODE OF CONDUCT

Whether you need a dedicated desk, a space for meetings, or an informal area to collaborate, the VCS Hub is here to support you. We want everyone to enjoy using the VCS Hub and we ask that you treat others and the space with dignity and respect. This agreement is a working document for the duration of the first three months of the VCS Hub opening. By using the VCS Hub, you are agreeing to the guidelines and Code of Conduct listed in this agreement.

As such, we ask:

- Only use the desks and rooms that you have booked. If you are unable to use the workspace after booking, please cancel on the Clearrooms booking system to make it available for other users.
- Meeting rooms are to be kept clean and tidy and adequate time is booked for the meeting. Please vacate the space promptly at the end of the booking time.
- You keep an appropriate noise level (not playing music out loud or taking meetings without headphones etc.), to respect others in the space.
- You do not leave confidential items out as this is a shared workspace.
- You are responsible for securing your own computer data and protecting yourself from the impact of computer viruses and malicious software.
- Any used crockery is washed up and not left out in the kitchen, and no food is left overnight.
- You do not smoke, vape or use e-cigarettes in or around the building (including in entrance ways or on council grounds) as the Town Hall is a smoke-free site.

When leaving the Hub please ensure:

- The space you have used is tidy and desks are cleared at the end of use.
- Windows are closed.
- PCs and monitors are switched off.
- Rubbish is placed into the bin.
- Lockers are emptied.
- Meetings rooms are left clean and tidy.

Please note:

Wandsworth Council accepts no responsibility or liability for loss or damage to property brought into the VCS Hub. Wandsworth Council's insurance policy does not cover or include loss, damage or theft of any property brought in or left by any person anywhere on the premises including the lockers.

Facilities and equipment provided within the VCS Hub are intended for use by members whilst in the VCS Hub and may not be removed for use outside of the VCS Hub.

Wandsworth Council accepts no responsibility for the nature, or the accuracy of the information and data you access and retrieve online. By using the workspace, you are agreeing to not violate any applicable laws or regulations through the content of your work.

As the office is based within the Wandsworth Town Hall you will see other council teams moving around the building and using the shared kitchen, please ensure you respect council staff. No animals are permitted in the Wandsworth Town Hall except for guide and hearing dogs or support animals. The owner is responsible for managing their animal on site and disposing of any waste.

6. MEMBERSHIP

The VCS Hub will be free to use until December 2025. Following this, there will be a charge for using the space. We will be reviewing the terms written in this document in July 2025 and providing additional costing details in due course.

Wandsworth Council is committed to providing a sustainable and affordable workspace and will make all efforts to keep costs as low and as fair as possible. We will give a minimum of 4 weeks’ notice of any changes to the charging structure and model.

7. AGREEMENT

Please state your full name and organisation below as a digital signature. By signing this, you are agreeing to the terms of use contained within this VCS Hub Agreement.

Name:

Organisation:

Date:

8. SUPPORT

Accidents or Incidents:

To report any accidents or incidents, please email FMHelpdesk@richmondandwandsworth.gov.uk

First Aid:

There is a First Aid Box in the VCS Hub located in the storage cupboard on the red wall. Details of how to contact a first aider are on the noticeboard in Room 60, and in the shared kitchen.

Fire Evacuation:

The fire alarms are tested on a Wednesday morning at 9:45am, this will be announced as a test over the Tannoy system. Should you hear the alarm and need to evacuate, please do so calmly out of the nearest exit, and following the signage on site. Full evacuation details can be found on the noticeboard.

Cleaning, Refreshments and problems related to the building:

Should you have any concerns relating to cleaning, refreshments or the building, including repairs, please email FMHelpdesk@richmondandwandsworth.gov.uk

Issues with the Internet/Network:

WiFi: SSA_Guest

Should you experience any issues relating to the Wi-Fi or internet connections in the VCS Hub, please call the IT Service Desk on 020 8871 7000.

The IT Service Desk cannot support with, or resolve, any IT issues that are caused by a non-Council owned computer.

Feedback on the VCS Hub:

We may send you email correspondence regarding your membership, facilities at the VCS Hub and other announcements regarding events. We will never sell or share your email address with third parties.

If you have any feedback for the VCS Hub, please email vcshub@wandsworth.gov.uk