Parkhead Hub

Community Room Booking Process (External)

Introduction

External room booking requests for the community rooms/ spaces within the Parkhead Hub will be granted in line with Glasgow City Health and Social Care Partnership's (HSCP) ethos for this facility. This focuses on inclusion, accessibility and non-stigmatisation, across a range of integrated supports and community programmes as the Hub will offer a welcoming environment, thereby increasing engagement with services and contributing to improving the overall health and wellbeing of local residents.

Requests will be considered from priority groups operating within the North-East area and those which support community engagement, social prescribing, address social isolation, mental health and wellbeing of the local community. These facilities will be also used by teams based within the Hub, based on service delivery priorities.

Booking Criteria

HSCP will apply the following criteria when considering room booking requests and approvals. No bookings will be confirmed without pre-approval.

- The use of HSCP rooms and facilities must support the HSCP ethos of integrated and streamlined support within the local community based on a welcoming, non-stigmatising and inclusive approach which reflects the needs of all local groups and communities.

- The use of HSCP rooms and facilities are for third sector, charities or local community groups who are operating within the North-East area and delivering projects related to:

  a. Community engagement
  b. Parkhead Hub arts strategy
  c. Social prescribing, community referrals and community links programmes
  d. Development of local networks
  e. Equalities priorities
  f. Physical and mental health and wellbeing
  g. Educational, training and employability initiatives
  h. Health improvement and promotion

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Booking Compliance

- All events must be managed in line with existing HSCP policies and guidelines, including space management and health and safety requirements. Due to demand, non-attendance may result in the cancellation of future bookings.

- Evenings and weekend bookings will be considered in line with the building's operational hours (i.e. Monday to Friday 8.30am to 8.00pm, and Saturday 10.00am to 5.00pm.

- Rooms will be allocated on a first come, first served basis, in line with the criteria outlined above.

- Rooms are available for the duration of the booking and must not run over as this will impact on the next user; failure to comply may impact future bookings.

- The approval of bookings will only take place within operational business hours (i.e. Monday to Friday 9.00am to 4.30pm).

- In normal circumstances, a minimum of 3 working days/ 78 hours' notice is required for any external bookings. Urgent requests may be accommodation, with timescales noted on the request form.

- Block bookings will be accepted but will be reviewed and approved on an individual basis. Bookings will not be accepted more than 12 months in advance and usage will be monitored.

- There may be instances where bookings cannot be accepted. This could be due to spaces not being available at the requested time (alternatives will be offered, where possible) or the request does not meet the HSCP's aims and ethos.

- Each booking request will be considered on an individual basis. If there are any concerns or points of clarity regarding the appropriateness of the booking then the HSCP will make contact to review this. To prevent delays, it is important to provide the full details of the event and all relevant information on the Booking Request Form to enable approval.

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- For bookings that fall out with normal building opening times, caretakers / security will be on site to provide the necessary access and to oversee the safety of the building (Monday to Friday 4.30pm to 8.00pm and Saturday 10.00am to 5.00pm).

- If an incident occurs out with normal operational hours (Monday to Friday 4.30pm to 8.00pm and Saturday 10.00am to 5.00pm) the caretakers / security should be notified immediately.

- There is no charge for the use of the Parkhead Hub facilities.

Booking Process

All external booking requests must be submitted on the Parkhead Hub External Room Booking Form below. This is also available via;

- Parkhead Hub webpage at [Parkhead Hub | Glasgow City Health and Social Care Partnership](#)

- Email Parkhead Hub Reception at GGC.ParkheadHubCommunityReception@ggc.scot.nhs.uk

- Parkhead Hub Main Reception at 1251 Duke Street, Glasgow, G31 5NZ who will email the form

Requestors must complete the form in full and confirm they will adhere to the policies and procedures outlined. This must be returned with a copy of their Liability Insurance.

On completion of the External Room Booking Request Form this should be submitted as follows;

- Emailing - Parkhead Hub Reception at GGC.ParkheadHubCommunityReception@ggc.scot.nhs.uk

- Delivering - Parkhead Hub Main Reception at 1251 Duke Street, Glasgow, G31 5NZ. If the requestors are unable to send the request electronically, they can submit this to the main reception who scan the request and submit this on your behalf.

On receipt, requests will be reviewed and approved within 3 working days or sooner based on urgency. This will be confirmed by email. If there are any

queries regarding the booking, then an HSCP lead will contact the requestor to discuss.

- If it is not possible to approve the booking due to the facility not being available, contact will be made to discuss alternative options.

- Dates can be held in response to requests for advanced bookings (i.e. future term/ season). However, a deadline for confirmation will be agreed and if confirmation is not received by this date then the request will be cancelled. Cancellations should be notified via email to GGC.ParkheadHubCommunityReception@ggc.scot.nhs.uk

- On confirmation of the booking, the relevant guidance will be issued to ensure compliance with the HSCP's policies, procedures and processes.

Booking Responsibilities

Rooms must be used responsibly in accordance with HSCP policies, procedures and processes.