

# THE HUB, ST ANDREWS SQUARE

## Guidelines for Stewards

### Contents

	Page
Contents .....	1
The Hub .....	2
Times and Key .....	3
Lights, Switches, and Toilet Area .....	4
Safe .....	5
Log Book .....	6
Visitors.....	7
Your Own Work .....	8
Droitwich Underpass Art Project .....	9
Enquiries .....	10
Sales .....	11
Books and Magazines.....	12
Using the SumUp Card Machine .....	13
Changes.....	15
Accidents and Incidents.....	16
Keep the Place Tidy .....	17
Fire .....	18
Risk Assessment.....	19
Need Help .....	20
Absence.....	21
Covid-19 Working.....	22

# **The Hub**

## **What is the Hub?**

The Hub is a community space.

If you get tired when shopping in Droitwich, come in and sit down. Relax. You can browse the books and magazines. Look at the artwork. We do not serve food or drinks, but you are welcome to bring in a take-away drink from one of the cafes.

## **The artwork**

The pictures and craft items have all been produced by members of Droitwich Arts Network. The artwork is for sale, but nobody will push you into buying anything. If you are interested, the prices are listed on one of the display boards, or speak to a volunteer.

## **Use of space**

The space towards the back is totally flexible. The screens, tables, and chairs can be moved as required to form areas for meetings, classes, workshops, etc. If necessary, the “social” area near the front can also be rearranged.

Charges for the use of space are set by MAPP, the company that manages St Andrews Square. If you want to use space for an art related event then the volunteers can help “shape” your enquiry to MAPP. Space can be hired on any day of the week.

## **Responsibilities**

The Hub is controlled by MAPP, and MAPP meets all of the running costs. Droitwich Arts Network brings the artwork, supplies the volunteers, and contributes towards the costs.

## **Opening Hours**

When possible, the Hub opens on Thursdays, Fridays, and Saturdays, 10am to 3.30pm.

# Times and Key

## Times

On the days that the Hub is open and run by stewards from Droitwich Arts Network, The Hub will open at 10am and close at 3.30pm. There must be at least two stewards in the Hub at all times.

Stewards are normally expected to attend for half a day.

Morning 10am to 1pm. Stewards may leave when at least two afternoon stewards have arrived, and handover is complete.

Afternoon 12.45pm to 3.30pm. Stewards should aim to arrive punctually.

Badges and lanyards are available for each steward. Wearing one helps visitors to know who to ask if they need assistance. A badge also gives the appearance of authority.

## Key

The Morning Lead steward should arrive a few minutes early and obtain the key from the MAPP Security office which is located on the top floor of the MAPP Management Suite. The Security office is through the door on the left. You should sign for the key.

The Afternoon Lead steward is responsible for locking the door to the Hub and returning the key to the Security office. You should ensure that the key is signed back in by one of the Security Team.

Ensure the Lead steward always has the key. Never leave it in the door. If the Lead steward is unable to climb the stairs to the MAPP office, they must ensure someone else does it.

Sometimes the security staff may be out in the square. If the door to the MAPP Security office is locked, call the number printed on the door and a member of the security team will arrive within a few minutes.

# **Lights, Switches, Toilet Area, Fire Exit**

## **Lead Steward**

The Lead Steward is responsible for making sure that the start of day and end of day tasks are completed. They do not need to do everything themselves.

## **Lights**

The switches for the main lights and ceiling spotlights are located in the cupboard at the top of the stairs to the basement. The uplighters are controlled by wall power sockets. There is no need to turn on every uplighter. Small buttons inside the glass display cabinets control the lights.

## **Switches**

The electric water heater in the toilet is controlled by a switch low down on the wall outside the toilet. The electric hand drier is controlled by a switch above it.

Two air fresheners are plugged into wall sockets.

## **Toilet Area**

Check that there are sufficient supplies in the toilet and that the taps are off. If needed, call MAPP Security on 07933 285 029.

## **Fire Exit**

At the start of each day ensure that the heavy metal bar is removed from the fire exit doors in the basement. It should be replaced when closing the Hub.

## **Bins**

At the end of each day, remove the bags from the bins and insert new empty bags. There is a bin opposite the ceramic mural that takes recyclable materials and empty cups.

## Safe

The safe contains the Log Book, mobile phone, card machine, clicker, etc. The location of the safe and its code is known by the Lead Stewards. The pass code will be changed from time to time.

The Morning Lead Steward should remove required items from the safe and lock it. It must never be left open.

The Afternoon Lead Steward must replace valuable items, including the Log Book, back in the safe and lock it.

Take care not to allow visitors to see the location of the safe or gain knowledge of the pass code.

### Locking

To lock the safe, close the door and turn the lever to engage the bolts. Check that the safe is locked.

### Unlocking

To unlock the safe, enter the 8 digit passcode followed by the key symbol. Turn the lever to release the bolts.

### Problems with the safe

If the safe won't open check you are using the correct passcode. The internal batteries may have failed. The safe can be opened using a key. Keys are held by

- Rhys Jones                      07787 227 390
- Helen Karakashian            07885 585 916
- Rosie Philpott                    07701 013661

# Log Book

## Daily Record

The Log Book consists of one page per day that stewards from Droitwich Arts Network are in the Hub. The entries are:

- Date
- Names of Morning and Afternoon stewards
- Times key collected and returned
- Record of sales
- Record of any incidents / accidents / enquiries
- Closing “clicker” count.

If necessary, use a continuation page, ensuring that the date is entered at the top.

The Log Book must be stored in the safe at the end of the day.

# Visitors

## Initial Welcome

Each “drop in” visitor should be made welcome by one of the stewards. The welcome should be friendly but not overbearing.

If this is the first time the visitor has been in, explain the purpose of the Hub, the flexible layout, and encourage the visitor to take a seat or browse the artwork. Mention that the artwork is for sale and indicate where the price list can be viewed. Ask if they are involved in any artistic activities, and what art they enjoy.

Be ready to respond to questions from visitors.

Use the clicker to record the number of visitors. Please do not reset the count on the clicker.

## Be Alert

Keep an eye on visitors to ensure there are no attempted thefts or damage. This is particularly important when another steward is dealing with a sale. Visitors must not go through the doors to the basement.

If a group of “undesirable” characters enter the Hub, use your discretion and ask them to leave after a reasonable time. If necessary, ask for help from another steward.

If needed, call MAPP Security on 07933 285 029.

## The Toilet

If a person enters the Hub asking to use the toilet, direct them to the public toilets in St Andrews Square near Morrisons. Use your discretion if a visitor who has been in the Hub for some time asks to use the toilet. There may be cases where it is better to direct them to the public toilets.

The toilet is “accessible”, meaning that it has been designed to accommodate people with physical disabilities. It contains an alarm cord if the user needs help.

MAPP provides the supplies for the toilet and are responsible for cleaning it.

# Your Own Work

## Be visible

You are very welcome to bring your own work with you when stewarding at the Hub. If painting, the ideal location is in the corner between the two windows. Being seen by people passing by should raise their curiosity and entice them to enter the Hub.

Please bring a plastic sheet, or similar, to protect the floor where you are working.

Some activities are best carried out sitting at a table. Please consider moving a table and chair into that window area.

## Priorities

If you are a steward your priority is to welcome visitors and engage with them as appropriate. Your own work should be seen as lower priority, and a valuable way to use the inevitable periods of inactivity.

## “Artists in Residence”

From time to time, one or more of our members, or an outside artist, will be invited to be an “artist in residence”. As such, they are not on duty as a steward, but they will be expected to respond to questions, or describe what they are doing.

An artist in residence may bring a small number of additional pictures that can be stood against the nearby walls. Any sales must be handled in the same way as all other sales (ie recorded in the Log Book with payment via the DAN accounts). DAN will retain the standard commission when paying the artist.

# **Droitwich Underpass Art Project**

## **Overview**

The Droitwich Underpass Art Project, led by Wychavon District Council, will transform seven underpasses across the town into outdoor pieces of artwork. The aim is to promote local pride by celebrating the community and history of the town, as well as improve the look and feel of these sites to increase walking and cycling opportunities.

Droitwich Arts Network is supporting this project. Rosie Philpott was commissioned to design a colouring in sheet for children which is being distributed to local schools, and we are hosting information about the project on our website.

## **Colouring In Sheets**

Wychavon District Council has asked that the Hub acts as a central point for the delivery of completed sheets to be inserted (back to back) in the folders provided. The folders should be left on display. From time to time, selected sheets will be pinned on one of our display boards.

## **Receiving Completed Sheets**

Adults, parents, and older children are expected to bring completed sheets into the Hub over coming weeks and months. Please ask if they want to collect their sheet at a later date. If so, issue them with a raffle ticket and write the number of the ticket on the back of the sheet. Tell them to keep the raffle ticket in a safe place. This is thought to be preferable to writing names or telephone numbers as such information could be disclosed in error.

A book of raffle tickets can be found in the box with the empty folders.

## **Displays**

By displaying the completed sheets in folders or on our boards, we hope that families and friends will visit the Hub to view the sheets.

# Enquiries

## Space Hire

If a visitor expresses an interest in hiring space, ask what they have in mind.

If it is not an arts based event, give them Sajid Iqbal's name and telephone number 01905 778 308 and explain that he deals with such enquiries.

If the event is arts based, then ask a few more questions and try to "shape" the request, for example: the nature of the event, artistic elements, duration, "one off" or recurring, expected group size, facilities, required, etc. If necessary, ask another steward to assist. We are much better equipped than Sajid to understand this type of enquiry. Take the person's name and contact details, but give them Sajid Iqbal's name and telephone number 01905 778 308. Explain that Sajid deals with bookings but we can support their enquiry by providing additional information to Sajid.

Do not be drawn on likely costs. That is for Sajid to decide.

## Request for classes or tutors

Please take the person's name, contact details, and details of their enquiry. Make no promises, but say that we will contact our members to see if anyone can help. Record their details in the Incidents / Accidents / Enquiries section of the Daily Log.

Ask the person if they might consider becoming a member of DAN.

# **Sales**

## **Check the Item**

When a visitor states that they want to buy an item, find the selected item in the price list in the Log Book. Compare the illustration, title, artist, and price shown on the price list with the actual item, and the details on the back or on the attached label. If needed, a step ladder is stored in the cupboard at the top of the stairs to the basement.

Confirm the details, particularly the price, with the purchaser.

## **Make the Sale**

We will not accept cash initially, so accept only card payment. See instructions for how to use the SumUp Card Machine. Firstly, make sure the card transaction has completed successfully. Enter the sale in the Daily Log, ensuring that all information is completed and is legible. This is essential in order that we can pay the artist.

## **Wrap the Artwork**

Remove the sold item from the display. Bubble wrap, tape, and scissors are available to wrap the item. Cross through the sold item on the price lists.

Thank the purchaser!

## **Later Collection**

If the purchaser pays in full, but wishes to collect later annotate the sale record with their name for verification when they collect.

## **Discounts or Part Payment**

If the purchaser asks for a discount or to make a part payment, decline their request politely and explain that the prices are set by the artists. We are not able to take part payment or offer delayed payment.

## Books and Magazines

The books and magazines are intended for visitors to browse and read while relaxing in the Hub. We are not aiming to make money by selling them.

However, if a visitor asks to buy a book or magazine, we suggest asking the person for a donation:

- Magazines - 50p per item, or £1 for 2 or 3 items
- Paperbacks - £1 or £2 depending on condition
- Large paperbacks or small hard back books - £2 to £5 depending on size
- Large “coffee table” or display books are not to be sold.

Donations must be made via the card machine (£1 minimum).

Record the transaction in the Sales Log as “Donation for book / magazine”.

There is a box of books in the cupboard that can be used to fill any space on the shelves.

# Using the SumUp Card Machine

## Battery

The card machine battery will be charged prior to use, but can be recharged using the cable to connect the machine to a USB port.

## Mobile Phone

The code to unlock the phone is: **1928**

The SumUp App has been installed on the mobile phone. The App looks like a black square containing two offset white semi-circles. Touch the icon and open the App.

Turn on the machine by pressing the small switch on the right hand edge.

The machine connects to the internet via a Bluetooth connection to the mobile phone. Ensure that Bluetooth is enabled on the mobile phone. The machine should automatically detect the phone via Bluetooth but the App may ask you to confirm the identity of the machine.

It is advisable to have the phone on charge when in use.

The number of the phone is 07825 919010.

## The App

The phone should automatically log you into the App but if requested, the details are:

Logon email address:      info@droitwichartsnetwork.org

Password:                      M96+gdj2

## **Making a Sale**

The minimum sale value via the machine is £1.00.

Type the value of the sale into the App, ensuring the correct position of the decimal point between Pounds and Pence. Then press “Charge”. For small amounts up to £45 the machine will accept “contactless” card payment. For larger amounts, insert the card into the slot at the top of the machine and follow the instructions on the machine screen and the App. The transaction will be confirmed if successful.

## **Refunds**

Your log on and password does not allow you to make refunds. Rhys Jones is able to make a refund. Make a note of the problem and contact Rhys.

## **Receipt**

The machine does not print receipts. If the purchaser requests a receipt, press the “Receipt” button in the App and enter the purchaser’s email address or mobile phone number (or ask them to enter it). The card receipt will be sent to the purchaser by email or text.

## **Power off**

The machine turns off automatically when not in use. It will restart when you next use the App.

## **Security**

Please keep close control over both the phone and the machine. The phone should be “locked” when not in use. Ensure that the phone, card machine, and Log Book are locked in the safe at the end of the day.

## **Help**

If you need help, contact Rhys on 07787 227 390, Helen on 07885 585916, or Rosie on 07701 013661.

# Changes

## Following a sale

When an item is sold, the artist will probably want to replace the sold item. If the artist brings in a new item, attempt to place it on the hanging system in the space created by the sale. New items must have either a label on the back or an attached luggage label showing the name of the Artist, the Title, and Price.

Record the new item in the Incidents / Accidents / Enquiries Log, noting the Artist, Title, and Price.

## Artist decides to change an item

Normally changes will take place on a Friday. Attempt to place the new item on the hanging system in the same place as the item being removed. All items must have either a label on the back or an attached luggage label showing the name of the Artist, the Title, and Price.

Record the change in the Incidents / Accidents / Enquiries Log, noting the Artist, Title, and Price.

## Change of artist

You will be told when an artist's booking expires on one or more spaces, and when a new artist will take the spaces. Whenever possible, such changes will take place on a Friday.

Ensure that the items being removed are collected by the artist, or by a nominated person.

All new items must have either a label on the back or an attached luggage label showing the name of the Artist, the Title, and Price.

There is no need to record these changes in the Incidents / Accidents / Enquiries Log as the organiser already knows.

## Problems

Please phone Rhys Jones on 07787 227 390 if you experience any problems with changes.

# Accidents and Incidents

## Accidents

Ensure that all accidents are recorded in the “Accidents” section of the Daily Log, no matter how trivial the accident appears to be.

Notes written at the time will be needed in the event of an insurance claim, will help us to make any safety improvements, and keeps us “legal”.

If first aid is required, call MAPP Security on 07933 285 029.

In the event of a serious accident or illness, call 999.

## Incidents

Incidents such as a complaint from a visitor, people unwilling to leave when asked, or disruption by “undesirable” characters, should be recorded in the “Incidents” section of the Daily Log. This will allow us to anticipate such events in the future.

If necessary, call MAPP Security on 07933 285 029.

# **Keep the Place Tidy**

## **Bins**

Discarded paper and empty cups should be placed in the bins provided. Please ensure that cups are empty before placing in a bin.

## **Books and magazines**

Books and magazines that have been viewed by visitors should be replaced in the book cases from time to time. Use common sense when deciding where to place items in the book case.

## **General appearance**

There is no need to be fussy, but the Hub will be more welcoming to visitors if it is kept reasonably tidy. A wide “sweeper” is stored in the cupboard and can be used to clear the floor.

## **Food and drink**

The Hub does not sell any food or drink. There are a number of nearby cafes that offer a take-away service. People are welcome to bring such items into the Hub and stewards should encourage visitors to use the bins.

However, we do not want the Hub to be used as a snacking location, particularly on wet days.

## **Stewards' Refreshment Area**

There is a table, towards the back of the Hub, with a kettle, coffee, tea, etc. This area is only for volunteer stewards. Please keep it clean and tidy.

# Fire

## Fire and Fire Alarm

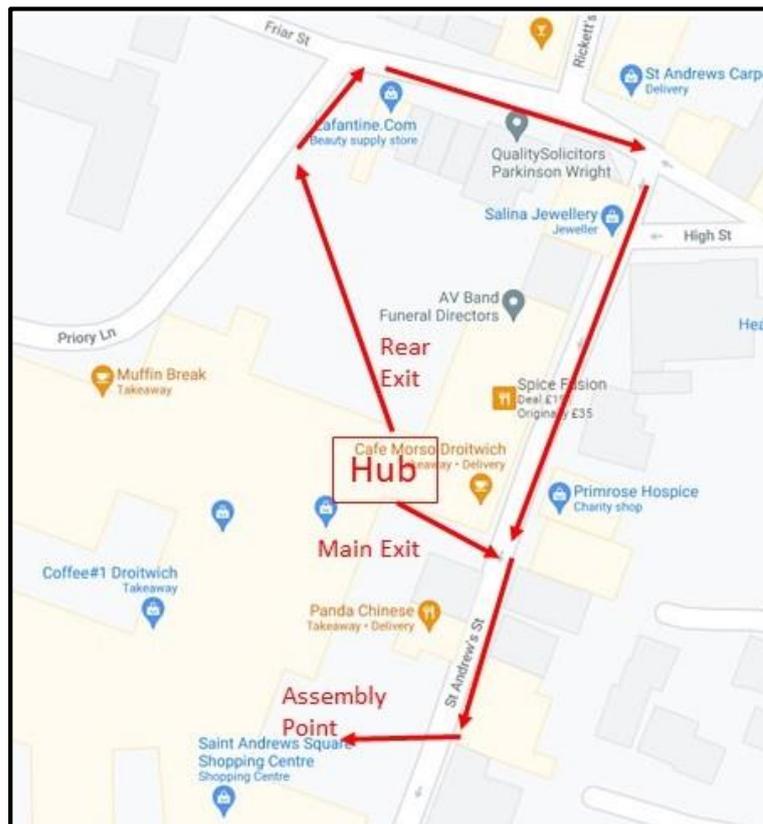
In the event of a fire, press the nearest fire alarm button. Leave the building. The Lead Steward must ensure that all visitors and stewards have left. There are two fire exits:

- The main entry door
- The double doors in the basement.

The fire alarms are tested each week, but if the alarm continues for more than a few seconds, it is best to assume there is a fire somewhere in the square. Everyone must leave the building.

## Assembly Point

The designated assembly point is the car park in St Andrew's Street, the other side of the Panda Chinese restaurant, and behind the shop units.



## Risk Assessment

Our risk assessment is included in the Log Book. It will be reviewed and checked regularly.

The law states that a risk assessment must be 'suitable and sufficient', ie it should show that:

- a proper check was made
- we asked who might be affected, ie our volunteers
- we dealt with all the obvious significant risks, taking into account the number of people who could be involved
- the precautions are reasonable, and the remaining risk is low.

The level of detail in a risk assessment should be proportionate to the risk and appropriate to the nature of the work. Insignificant risks can usually be ignored, as can risks arising from routine activities associated with life in general, unless the work activity compounds or significantly alters those risks.

The risk assessment should only include what we could reasonably be expected to know. We are not expected to anticipate unforeseeable risks.

## Need Help

It is a sign of strength to ask for help. We work as a team and support each other.

If needed, ask for help from another steward. Two heads are better than one.

If additional guidance is required, call:

- Rhys Jones                      07787 227 390
- Helen Karakashian            07885 585 916
- Rosie Philpott                 07701 013 661

If “undesirable” visitors cause trouble, call MAPP Security on 07933 285 029.

In an emergency, call 999 and ask for the appropriate service.

Apart from simple requests for help, make a note of the problem in the “Incidents” section of the Daily Log. This will allow us to learn and improve our guidance notes.

# Absence

## Known Absence

If you know in advance that you are not able to do your scheduled stewarding session, please phone Rhys Jones on 07787 227 390 or email [rhys@photomaestro.co.uk](mailto:rhys@photomaestro.co.uk) giving as much warning as possible. This should give enough time to find a replacement. You will then be scheduled onto a different date.

## Last Minute Absence

If you are forced to miss your scheduled stewarding session at the last minute, it is essential that you make contact with your Lead Steward, giving the reason for your absence. In particular, you must notify us if you have symptoms of Covid-19.

# **Covid-19 Working**

## **After 19th July 2021 (“Freedom” Day)**

We will take a cautious approach for the safety of our visitors and our volunteers, and will continue with the precautions as listed below until further notice.

### **Stewards’ actions on arrival**

Please use the mobile phone App to scan the Hub QR code when you enter

Ensure there is a supply of hand gel on a table near the door (MAPP provide hand gel)

Please wear a mask when working in the Hub, particularly when talking to visitors

### **Visitors**

Ensure there is never more than 15 people in the Hub (limit set by MAPP). You should apply common sense and limit entry if the Hub looks crowded even if there are less than 15.

Groups should be limited to 6 people.

Ensure the QR code is visible and suitably placed to allow scanning

Ensure hand gel is available for use by visitors

Thank visitors for wearing a face mask.

### **Other Regulations**

Please become familiar with any other relevant government advice and restrictions, and attempt to apply them.