



South Wheal Crofty Safe & Well Hub

Bickford Building, 2 Station Road, Pool, Redruth, TR15 3DX

What is covered in this information sheet:

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The South Wheal Crofty (SWC) is made up of 3 separate buildings Bickford, Tyncroft and Old Dry.

The SWC Safe & Well Hub is situated in the Bickford Building (address above).

Arrival

On arrival please come to the SWC Safe & Well Entrance (circled in yellow).

Or you can report to the main Reception (circled in blue).

IMPORTANT:

If you are seeing clients from the SWC Safe & Well Hub, please **inform Reception which room you are working from and provide a list of appt times/client initials.**

This helps them direct clients to the right place when clients report to Reception.



Office Opening Hours

The building is open from 7am-7pm on weekdays only.

Confidentiality

Please be aware there will be different partners, agencies sharing this office space.

With the virtual way of working we are now accustomed to, please ensure any **confidential or sensitive** conversations/meetings are had in a **separate room** and not in the open plan office.

Meeting rooms are available to book via the [Room Booking website](#)

Clinical Room

Key-pad code: **1982Z**

Clinical Waste:

Healthy Cornwall and With You have separate clinical waste bins in the clinical room. These are labelled.

Please ensure you use the correct clinical bin with disposing of clinical waste.

Fire Safety

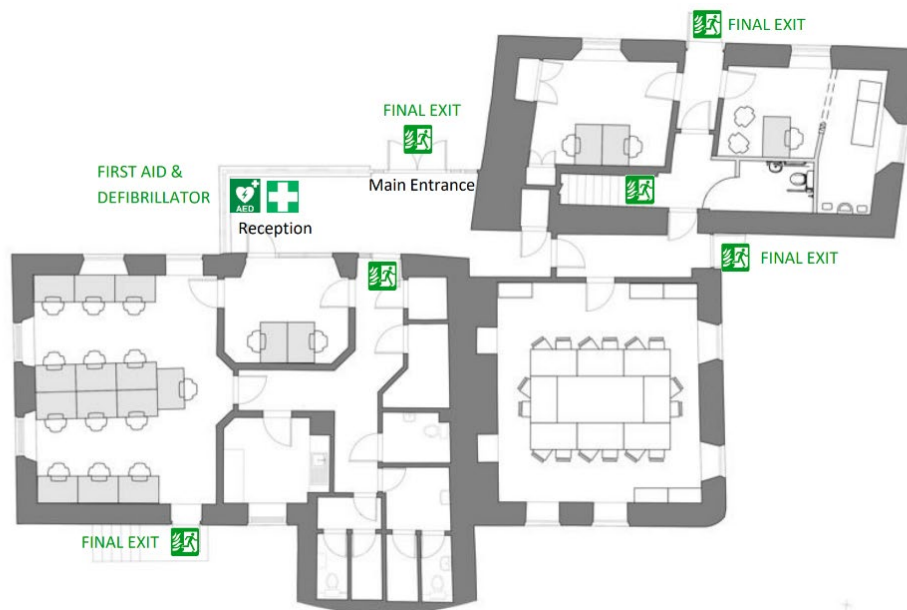
The Fire Safety and First Aid information for all 3 SWC buildings can be accessed via the following link – [south-wheal-crofty-fire-safety-first-aid-awareness.pdf](#)

To summarise for the Bickford building:

The fire alarm is tested every Wednesday at 9am.

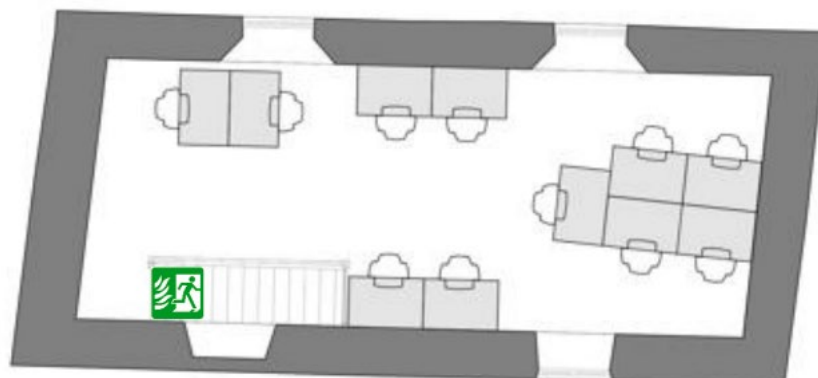
The **fire evacuation points** are as follows:

GROUND FLOOR

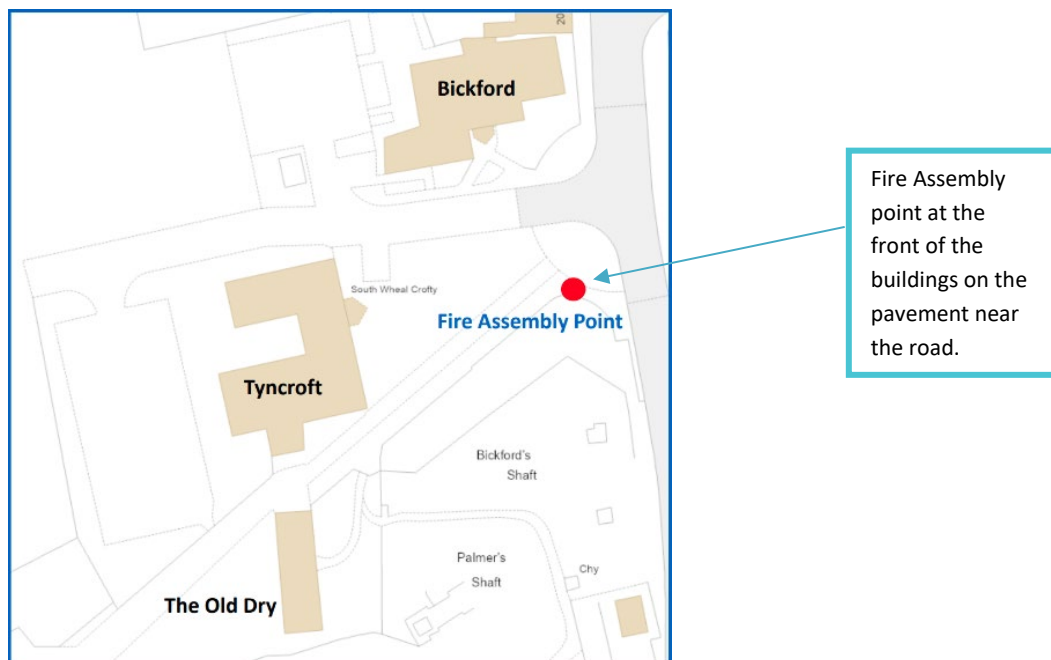


FIRST FLOOR

Please exit down the stairs and use the closest available Fire Exit on the Ground Floor.



The **fire assembly point** is:



First Aid

Central First Aid can be accessed via the Reception.

There are also staff who are First-Aid trained based (on a rota-basis) in the office on the First Floor.

- Dylan Smith
- Emma Warne
- Leanne Perry
- Natasha Manley

A **Defibrillator** is kept in Reception.

First Aid Boxes are kept in Reception and in the Ground Floor Kitchen.

First Aid Information	
First Aid Phone Number	01872 323296
First Aid	Reception
Defibrillator location	Reception

Parking

There are 2 small car parks available onsite.

Please do not park in Pool Car spaces.

Cornwall Council WiFi

To access the Cornwall Council guest WiFi please select '**CC_Guest**'.

A Cornwall Council WiFi page will open asking you to create an account.

Create an account by clicking on '**Need an account? Click here**' at the bottom of the page.

Another window will appear add your name and email address. Then click on '**Register**'.

This will provide you with an account, a guest password and **5 days WiFi access**.

Desk & Meeting Room Booking

Cornwall Council staff can book desks and the meeting room via the Hubstar Connect platform - <https://cornwall.smartway2book.com/se/#/>

We are still currently working with the Council to allow external access to the booking system.

In the interim, DAT will book 3 desks each day in the 1st Floor Office for With You staff.

Any other desk or meeting room bookings please email DAT@cornwall.gov.uk

Available Equipment

Each hot desk has a screen, mouse and keyboard available to use.

The Meeting Room seats 14 people maximum.

It has 2 large screens, hybrid tech and a flipchart stand.

Instructions to use the screens:

- 1) Turn on the screens by pressing the on buttons in the bottom right. Lights should turn from red to white and the Iiyama logo should appear followed by 'HDMI 1'
- 2) Plug the green HDMI cable into your laptop
- 3) Use your laptop settings to either mirror or extend your laptop screen.

There is a screened-off pod area with 2 desks for online meetings in the First Floor office.

Access to a public computer and telephone near the Reception.

If there are no desks available on the First Floor office please contact Reception.

Printing

There is an A4 black and white and colour printer in reception (Bickford). For A3, please use the printer in Tyncroft.

Staff from external organisations can use Guest Printing. Only PDFs and JPEG file formats are supported.

Send the files you wish to print to ccquestprinting@cornwall.gov.uk. You will receive a welcome e-mail from PaperCut within 5 minutes. This contains further instructions on how you can login and release your document for printing. This includes the credentials required to login to any of the Canon MFD's. Once logged into a Canon MFD, follow the on-screen instructions to release your print job(s).

Recycling and Confidential Waste

Paper and card recycling bins are located in reception at Bickford. Food waste is in the kitchen.

A confidential waste bin is located in the Ground Floor office in Bickford (room to the right of the kitchen).

Kitchen Facilities

A Kitchen is located on the Ground Floor, through the door by Reception turn right and it's the swipe card door on the left.

A hot water tap, sink, fridge and microwave are all available to use.

Cups, plates are available in the left-hand cupboard under the microwave. Tea and coffee supplies are available to use in this cupboard, however, please contribute by bringing in milk and other supplies as needed.

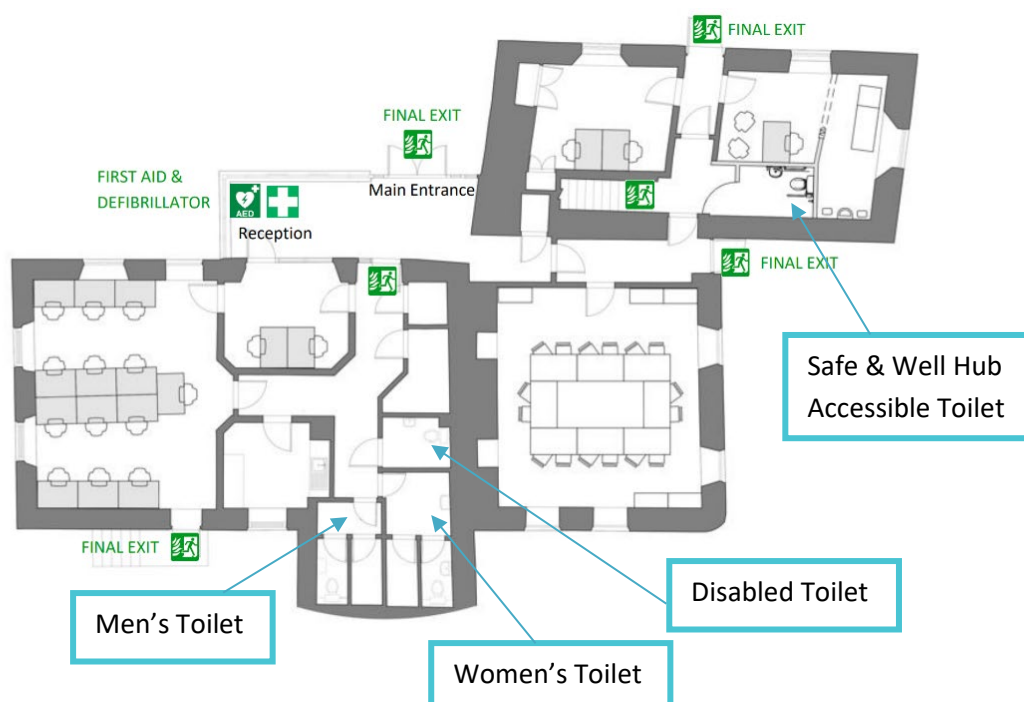
Cutlery is in the drawer by the sink.

Toilets

There is an accessible toilet in the Safe & Well Hub area on the Ground Floor at the bottom of the stairs.

There is also separate Women's, Men's and a Disabled toilet available on the Ground Floor, through the door by Reception and at the end of the corridor.

Free feminine products are available in the women's and disabled toilets.



Points of Contact

Central points of contact for any queries are:

DAT Mailbox	DAT@cornwall.gov.uk	-
Dylan Smith	Dylan.Smith@cornwall.gov.uk	07751 748609
Emma Warne	Emma.Warne@cornwall.gov.uk	07738 293991
Leanne Perry	Leanne.Perry@cornwall.gov.uk	07483 359256
Natasha Manley	Natasha.Manley@cornwall.gov.uk	07815 778846
SWC Reception	SouthWhealCroftyReception@cornwall.gov.uk	01872 324100