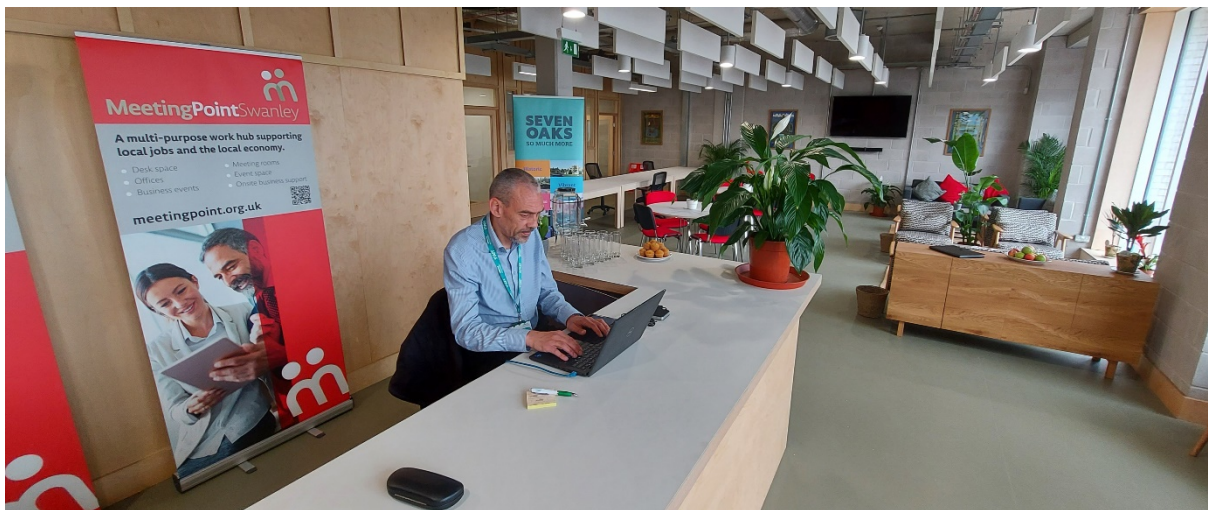


# MeetingPointSwanley



## Welcome Pack

## Introduction

Welcome to Meeting Point!

This welcome pack has been designed for anyone using Meeting Point, 29 High Street, Swanley. The information aims to ensure that users have a clear understanding of processes and procedures that are in place, as well as the unique features of our facility to make your stay with us as comfortable as possible.

Sevenoaks District Council has developed Meeting Point as part of its Economic Development Strategy to support the district's economy and in particular to encourage and promote entrepreneurship and business development. The site has been within our ownership for a number of years and is also part of our strategy to invest in property to stimulate regeneration and support our high streets. Meeting Point is located at 29 High Street, Swanley, on the ground floor of a mixed use building with 17 flats on the upper floors. It shares outside space with the residential accommodation and the rear parking area can be used under exceptional circumstances.



*Our Vision is to be a vibrant and well used centre supporting businesses to start up, grow and be successful. We will endeavour to provide you with a professional business support service, at all times being courteous and resourceful to our user's needs.*

## Our Features

Meeting Point is a supported office environment for people wishing to hire offices, desks, meeting venues and support services on flexible terms. The entire centre is WIFI enabled with download and upload speeds of 1000Mbps and 115Mbps respectively.

We offer:

- Hot desks that can be hired on a casual basis
- Allocated desks that can be hired for longer periods of time
- Small dedicated offices for hire
- A variety of meeting areas in a friendly open plan environment
- A meeting room available for hire
- Storage lockers
- Access to a kitchenette
- Access to printer/scanner/photocopier
- WIFI enabled through out (including the garden area)
- Video conferencing facility
- Shower facilities
- Free refreshments
- If required, a screen, keyboard and mouse can be provided too!

Our on-site staff is also available to assist you with basic office support functions, but is primarily here to provide:

- Postal support
- A business support sign-posting service to our specialist providers
- Mentoring, coaching and business support advice
- Curated business support events (look out for events on our notice board and our website)

An added benefit of being located at Meeting Point is access to the Council's reprographics team, which is able to produce high quality print media and merchandising for you at a special fee.

Meeting Point has also established a partnership network with:

- Sevenoaks Chamber of Commerce
- Federation of Small Businesses
- West Kent Partnership
- Smarter Society
- British Library
- Kent Invicta Chamber of Commerce
- Visit Kent
- Produced in Kent
- Canterbury Christ Church University



Depending on your business needs, we may be able to draw support from these partners to provide you with added assistance. Our friendly on-site team can advise you further on support programmes you may be eligible to access.

## Our Team

Meeting Point has two full-time dedicated staff members available to assist you.



Richard Cavanagh  
Hub Manager



Ben Moore  
Hub Assistant

Richard and Ben are also supported by other Council officers from the Economic Development Team, and they will be working at Meeting Point at set times throughout the week.



## Our Operating Hours and Access

Meeting Point users have access to the hub from 08:00 to 18:00 Monday to Friday except bank holidays. Those with longer term hire agreements, such as those that have occupancy of a fixed desk or office will also have access on weekends from 09:00 to 16:00.

Our on-site team will be on site Mondays to Fridays from 8:00 to 18:00 excluding bank holidays.

Our meeting venues can also be booked after hours from 18:00 to 21:00.

Certain users will be given a fob allowing them to access the hub within the opening hour period. Please discuss your access arrangement with our on-site team.



## How to Book your space

We recommend pre-booking your space to ensure availability through our online system on [www.meetingpoint.org.uk](http://www.meetingpoint.org.uk)

We can also take card payments in person, this can only be done on site as we cannot take card details over the phone.



## Location and Contact Details

Meeting Point is located on Swanley High Street, Swanley. We are a 7 minute walk from Swanley Train Station, and within 50m of Park Road car park. Bus route numbers 2, 233, 429 and 477 service the High Street with a regular timetable.



Address:

29 High Street  
Swanley  
Kent  
BR8 8AE

Telephone:

01732 227000

Email: [info@meetingpoint.org.uk](mailto:info@meetingpoint.org.uk)

Website: [www.meetingpoint.org.uk](http://www.meetingpoint.org.uk)

## Car Parking

There is no on-site car parking, except for a disabled user, but provision can be made should you need to load or off-load your belongings from the rear car park.

While we encourage our users to use sustainable transport modes, such as public transport, walking and cycling, should you need to use a car, there is a public car park within 50m located on the corner of Park Road and Swanley High Street. This is a Council Car Park and there is a fee to use it, parking can be paid for via the MiPermit parking app. Further details available on:

[https://www.sevenoaks.gov.uk/directory\\_record/20/park\\_road\\_swanley\\_br8\\_8ah](https://www.sevenoaks.gov.uk/directory_record/20/park_road_swanley_br8_8ah)

## Cycle Storage

There is a cycle store in the rear garden which is accessed through the undercroft passage. To access it, you will need to discuss or buzz the hub team.

Please ensure your bike and belongings are securely locked.

## Breakout Spaces

Round tables for collaborative working and sofa areas for more informal conversations and networking is available for you and your guests. These are not pre-booked and can be use whenever available.



## The Board Room

Our board room can accommodate 10 people comfortably around a meeting table. The board room can also be configured to accommodate up to 19 people in theatre style. The meeting room is enabled with WiFi, and digital conferencing facilities to facilitate hybrid working and on-line meetings. In addition, the board room has white boards/display boards for your use.







## Events Space

Meeting Point can also be hired to host small events. Our foyer can accommodate up to 60 people. Please enquire with our on-site team.



## The Garden

Our garden is a shared with residents in the building. You are welcome to use it, it does have access to WiFi, but please be considerate of others when using this space.





## Refreshments

Meeting Point users will have access to a kitchenette facility where you will find a Quooker tap with instant boiling water, cold filtered water facilities, and a fridge/freezer.

There is also a separate kitchen located behind reception where a microwave is available which users are welcome to use, please be mindful that access is from behind the reception area.



No refreshments other than tea and coffee will be provided, so please bring your own or make the most of the high street location to purchase what you need. Please be considerate of other users around you and avoid strong smelling foods and be mindful that collaborative working may be taking place. The garden is available for your use too, but please keep it clean and tidy and place any waste in the bins provided.





The Meeting Point is just off Swanley High Street within easy walking of Swanley Square shopping area where you can find many cafés, shops, and restaurants for purchasing refreshments and other essentials. Please ask reception staff if you require any recommendations and enjoy the opportunity to browse the town.

## ICT Equipment

Meeting Point is fully enabled with WiFi. Please confirm the network name and password with the hub team. These will normally be provided when you sign-up.

Please bring your own IT equipment, however, please do ask if you have forgotten anything as a number of spare monitors and sundries may be available. If you borrow equipment, please ensure you sanitise before and after use.

## Your Work Station

You will be allocated a work station on sign-up. If you wish to be located elsewhere, please discuss this with our team.



Your co-operation in keeping the workspace tidy is appreciated. It is important that desks are kept clear of paperwork and personal items are cleared away. This helps us to ensure confidentiality, safety and also allows cleaners the access they need.

Please remove laptops, phones, and belongings from the desk at the end of your booked period, if not they will be removed and stored by reception staff pending collection. Any items left on the desk during the day are at your own risk, we encourage a collaborative culture and atmosphere but we do rely on all users to comply with guidance on not allowing people to follow you into the building and being vigilant when on site for the safety and security of all users.

## Lockers

Lockers are provided subject to availability please enquire via reception.



The lockers are easily programmed with a 4 digit numeric pin of your choice, this is unique to you so please do not forget the number used.

Lockers will be cleared at the end of every week unless you have a prior arrangement with the reception team. Contents will be kept by reception staff for collection. If items are not collected within 1 week, the Council reserves the right to dispose of these items.

## **CCTV**

These are strategically located to monitor the entrances and the vestibule area. They are provided for your safety and have been located to maintain your privacy too.

Our CCTV provision complies with the Council's data protection policy and other appropriate regulations.

## **Confidentiality**

Please show consideration for others and for confidentiality when having conversations. If your conversation is of a sensitive nature, please ensure that it cannot be overheard. Likewise, please be considerate of others when talking on the phone and think about noise levels.





If you require a private area for a confidential discussion please check with reception staff if there is any availability for this within the centre.

Meeting Point users code of conduct as part of user terms states that Confidentiality must be maintained.

Please note that the garden area is shared with the residential accommodation on site therefore confidentiality of conversations outside can not be assumed.



## Cleaning

Please ensure you leave your space as you found it and dispose of litter accordingly. You may wish to wipe down equipment before and after use and antibacterial wipes are available at reception.

Cleaning will take place daily from 17:30; non-office users will need to vacate the premises, users of private offices may stay but need to be aware of the cleaning in process and facilitate where necessary.

Should you be concerned with the cleanliness of the facilities encountered, please do bring this to the reception team's attention. Feedback is always welcomed!

## Reporting of building issues

Please report any issues with the building to Reception, who will raise a request accordingly.

## Toilets

There are toilet facilities clearly marked next to the kitchenette, this includes a shower/wet room facility with baby changing available.

Please be considerate of others when using facilities and report any issues discovered to reception staff.

Please be mindful of others when opening doors into and within the toilet area to avoid potential accidents and report incidents to your reception team who will take appropriate action.

## Telephones

There are no telephones provided within the desking areas. Please ensure you use a headset or earphones when making and receiving calls via your laptop for your own confidentiality and to avoid disrupting the work of others. Spare headsets may be available from your reception team.

*Please be mindful of confidential conversations and ensure you cannot be overheard if carrying out a sensitive call.*

## Printing, Scanning, Photocopying

There is a printer located within Meeting Point - access to this will be provided as part of your booking. A fair use policy is in place and if exceeded you will be charged for any excessive printing. You also have access to the Council's reprographics team, and if you require assistance with bulk printing or professionally prepared print media, please discuss this with the reception team. This service is available at a fee.

## Office Etiquette

Be aware of noise and move conversations to the collaboration spaces when appropriate.

Be open to challenge - we all need to be considerate of those working around us and follow our innovative approach to work.



## Coats and Bags

Please ensure that coats and bags are stored safely, and do not pose a trip hazard. Coat hooks are available in the vestibule and used at your own risk. An umbrella stand is located at the main entrance.

## Security

Please do not let anyone you do not know follow you into the building, where the door is free to open, please ensure that you direct any unknown people to the reception area where they can be signed in appropriately.

Please lock screens and secure confidential documents if leaving your desk for any period.

Please note that the booking slot is personal to you and you may not have visitors unless by prior arrangement - all visitors must be booked in for health and safety reasons.

*Any incident involving an actual or potential security breach should be reported to Reception.*

Please report any accidents or hazards to reception staff who will report accordingly or rectify where appropriate.

## Housekeeping

Please keep kitchen areas clean, wash up and clear items away. Remove items from the fridge at the end of each day.

Please leave collaboration spaces and working areas clean and tidy, clearing away mess by the end of each day, please also ensure you clean down the desks, keyboards, mouse etc. with anti-bacterial wipes or spray.

## Smoking and Vaping

Meeting Point operates a non-smoking policy, this means that smoking or vaping is not permitted, within the building or in the garden.

## First Aid

If you require First Aid while working from Meeting Point, please head to reception where a member of staff will be able to locate an appointed first aid person or call the emergency services.

There is a first aid kit available, but please do let reception staff know you need access to it.

## Fire alarm & evacuation

A fire alarm test is carried out once a week and takes place on Wednesdays at around 11am. Other health and safety related checks are also undertaken on a regular basis.

Each year there will be a minimum of two fire drills carried out, in line with legal requirements. Please act appropriately and follow instructions given by our fire marshal.

In the event of an alarm sounding, Meeting Point staff / trained fire marshals will escort you from the building safely. Please exit the building via the front doors and head to the muster point, which is located in the Park Road carpark.



Exit via the front door and immediately turn left, calmly walk straight to the first turning (Park Road) where this parade of shops ends. You will see Park Road car park across the road located on the corner of the road, safely cross the road and enter the car park, the assembly point is located in the far left corner as you face the car park with the Meeting Point behind you, and is highlighted with a sign.

If this exit route is blocked Fire marshals/ Meeting Point staff will direct you to the alternative route via the rear exit door to the centre.

## Access For All

Meeting Point has accessibility features built into its design, however if you have any particular additional needs please discuss with the team who will do their best to accommodate where they can.

We promote a culture of diversity and inclusivity and expect all users to demonstrate qualities and behaviours that are appropriate to a working environment. Inappropriate comments, actions and behavior will not be tolerated at Meeting Point. Such behavior may result in your booking being terminated with immediate effect. Please refer to the terms and conditions of your hire agreement.

We encourage you to work with us and co-users to ensure everyone is provided with a safe and secure environment in which to work. Please do report any negative behavior to our team which can be done in confidence.

## A Final Word

We do hope you enjoy working at Meeting Point. We encourage collaboration and interactions; Remember, another person in the hub may have the knowledge, skills or services you may be looking for, or know someone else that may be able to assist you.

The Meeting Point team is here to help and happy to provide support and advice or signposting at any time; so please ask if there is anything you need.

