

Welcome to Your Community Space

What Is the Citizen Hub?

The **Citizen Hub** is a non-profit Community Interest Company based in the heart of St Neots. We're here to empower local people through access to personal development, skills training, employability support, financial guidance, digital skills, and meaningful community connection.

We believe that **a stronger community is built by unlocking potential -together.**

Our Values

- **Empowerment** — we help people build skills, confidence, and resilience.
 - **Community** — our space is open, welcoming, and inclusive to all.
 - **Purpose** — everything we do is aimed at creating lasting impact.
 - **Partnership** — we grow by working together with like-minded organisations.
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Who Do We Work With?

The Citizen Hub works collaboratively with brilliant partners who share our values, including:

- **St Neots Initiative**
- **Inspire 2 Ignite CIC**
- **MAST**
- **Cambridge Regional College**
- **Bedford College Group**
- **Recruit Mint**

We also regularly work with independent creatives, local businesses, and changemakers who care about our community.

The Power of Volunteers

As a non-profit organisation, **volunteers are at the heart of everything we do.** From running events and keeping the Hub looking its best, to mentoring young people or sharing their skills - volunteers shape the future of this space.

Interested in getting involved? Just ask! We'd love to hear from you.

Using the Space

Code of Conduct

We ask all users of the Hub to:

- Be respectful of others using the space
- Keep the space clean and safe
- Follow staff and volunteer guidance
- Report any issues or concerns promptly
- Take care of our environment and respect our neighbours

This is a shared space - let's all help make it feel like home.

Venue Capacity

- **Maximum capacity:** 75 standing
 - It is your responsibility as a hirer to ensure this number is **not exceeded**
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Booking & Payment

- Bookings require a **deposit** to secure the date
 - **Full payment** is due at least 7 days before your event date
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Storage & Cloakroom

- A cloakroom space is located through the back hallway near the bathrooms
 - If you need to store items or equipment for an event, please contact us in advance:
[✉ info@citizenhub.co.uk](mailto:info@citizenhub.co.uk)
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Cleaning & Tidiness

Please leave the Hub as you found it:

- Remove all rubbish
- Return furniture to original positions

- Clean up any spills
- Additional charges may apply if left in poor condition

We expect guests to respect the space and leave it how it was found. A fee will be charged if the venue is not clean upon inspection, there will be a £30 charge for cleaning. Alternatively, if you wish to pay for a cleaner upfront, there is a flat rate of £20, which will be added to your total invoice.

Kitchen & Bar Use

- A valid **Food Hygiene Certificate** is required to use the kitchen/bar for food preparation
- All food & drink services must comply with health & safety regulations
- Please send us proof of certification **before your event**
- Alcohol may **not** be distributed by the public. Citizen Hub management must give permission to anyone to bring alcohol onto the premises (in accordance with Licencing regulations)

Liability & Conduct

- Citizen Hub is **not liable** for any injury, damage, or loss during your hire
- You are responsible for:
 - Guest behaviour
 - Any damage caused
 - Following the agreed schedule and space rules

Noise & Behaviour

Please:

- Keep noise levels respectful, especially in the evening
- Stick to your event's agreed start and end times
- Avoid antisocial behaviour - we reserve the right to end events with no refund if this occurs
- Amplified music cannot be played after 11pm in accordance with our license.

Health & Safety

- Fire exits are clearly marked
- Fire assembly point: **Market Square**
- If an alarm sounds and you haven't been told of a drill - **evacuate immediately**

Safety, Safeguarding & Support

Safeguarding

- Our safeguarding lead is **Katy Davies**
- Most regular staff are DBS checked
- If you're unsure how to handle a situation, speak to a team member

DBS Clause

Anyone **without a current DBS check** must not be left alone with members of the public in the Hub.

Data Protection & GDPR

- Don't share or discuss personal data without explicit permission
 - Respect the privacy of everyone using the Hub
 - We work with vulnerable individuals and data protection is crucial to keeping them safe
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Feedback Process

Your feedback helps us grow!

Drop your comments into the physical suggestion box at the Hub or email us at:

info@citizenhub.co.uk

Thank you for being part of the Citizen Hub community - this space is for you. Let's build something brilliant together.