



Better Health Hub Participant Guidelines

Welcome to the Better Health Hub. These guidelines serve to set out what we expect of you as a participant in our service and what in turn you can expect from us.

Our courses and groups	The Centre for Better Health is a registered charity that supports wellbeing and recovery from mental ill health. Our Better Health Hub offers a range of low-cost creative, movement and therapeutic groups and courses to support self-care and promote wellbeing.
	We seek to offer relaxed and engaging courses and groups in a supportive and inclusive environment. Our tutors/facilitators are experienced with working with a range of needs and each course caters to mixed-ability participants with different paces of learning.
	We aim to provide clear information and keep you informed of any service changes. In the unlikely event that we need to cancel a course, we will provide as much notice as possible.
Session fees and payment	We are committed to providing a quality and affordable service. For our daytime courses and groups, we implement a sliding fee scale based on income, with the top and middle rates helping to subsidise the lowest fee for those that are unemployed/in education/retired and claiming benefits. Fees contribute to the running of the service; including staff costs.
	Payment (and proof of income/benefits if applicable) is required to confirm your booking. You can request to see a copy of our Hub Payment and Refund Policy.
	If you are a member of the City and Hackney Wellbeing Network (CHWN), you can access a funded place. Contact your Network Coordinator for further information or to enrol.
Attendance and punctuality	Please attend regularly and on time. We have a small reception and ask that you do not arrive more than 10 minutes early. If you arrive late you may not be permitted to join.
	Failure to attend sessions or to notify us of your absence may affect the possibility of joining subsequent courses at the Centre for Better Health.
COVID-19	If you test positive or experience any COVID-19 symptoms, please stay at home and self-isolate. Contact us to let us know that you will not be attending your session.
	If you are a CHWN member, we can send you information about different courses and activities on the Online Resource Portal, which is available to Network members.
	If you have paid for your course and are unable to attend owing to COVID-19, we will offer a refund for missed sessions only in the case that you have needed to miss 2+ sessions.
Monitoring	Through our Hub, we aim to support you to achieve personal growth and improved wellbeing and quality of life. To measure the extent to which we are achieving our aims, we will ask you to respond to some questions at the beginning, middle and end of your course.
	You may feel that some of these questions are quite personal or don't resonate with you. Please answer the questions to the best of your ability; responses help us to learn whether our services are being experienced in the way we intend, and understand whether we are effectively supporting clients to achieve positive change.
	All responses are collected and stored in line with our Confidentiality Policy and Privacy Notice. When reporting our impact as a service, any data used will be anonymous.
Confidentiality	Our service is confidential. There are circumstances, however, in which we would be required to breach confidentiality; for example, if you, or another person is at risk of harm.



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Conduct	To successfully provide our service, there must be a mutual respect between all staff, tutors/facilitators and participants. We will not tolerate rude, aggressive, threatening or abusive language or behaviour towards our staff and tutors/facilitators. We also ask you to be tolerant of a mixed ability environment where others may be learning at different paces.
Contacting us	<p>To get in touch, including to notify us that you are unable to attend a class, you can call us on 020 8985 3570 (there is an answerphone service outside of office hours) or email us at thehub@centreforbetterhealth.org.uk.</p> <p>If you are a member of the CHWN, you can contact our Network Coordinator, Nathan, by emailing chwellbeingnetwork@centreforbetterhealth.org.uk.</p> <p>We cannot arrange for you to speak to your tutor/facilitator outside of the course/group. Tutors/facilitators are not able to offer one to one support during or outside of the sessions.</p>
Compliments and complaints	We are committed to providing a quality, relevant and sustainable mental health service, which can demonstrate positive outcomes for service users. We would love to hear from you if you are pleased with the experience you have had. If we fall short, however, we would welcome your feedback and the opportunity to rectify the situation. Please view our Compliments and Complaints Policy , or ask for a copy at reception.