

# NWBC Council House Atherstone

## A - Z User Guide

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## Key contact list

WCC Facilities Hotline – Internal 71 4123 External 01926 414123

Cleaning Services – Contact WCC Facilities Hotline

Emergency Services – (9)999

Facilities Support Manager – Internal 6718 External 01926 476718

Information Governance – Internal 8633 (includes advice for managing Data Protection requests for personal information)

ICT Helpdesk – Internal 4141 External 01926 414141

Problems with Proximity Cards (WCC Facilities Hotline) Internal 71 4123 External 01926 414123

Records Management – Internal 8585 External 01926 738585

NWBC Council House Reception – 01827 715341

## Address

The postal and delivery address of NWBC Council House is as follows:

Warwickshire County Council  
2<sup>nd</sup> floor offices  
Council House  
South Street  
Atherstone  
CV9 1DE

## Building management

WCC space within the building is managed as a corporate resource by Resources Group. The building as a whole is managed by North Warwickshire Borough Council (NWBC) and most shared services such as heating and cleaning will be managed by NWBC. All issues however should initially be referred to the WCC Facilities Hotline.

The Building User Group is the mechanism for formal communication to staff and for providing staff with the opportunity to raise concerns and provide suggestions for resolving issues that may arise. If you want to raise an issue at the User Group please contact your local representative or line manager.

## Car parking

There is very limited car parking provision for WCC staff at the Council House in the Woolpack Way car park. WCC has been allocated 14 car park spaces in the Woolpack way car park which are available to WCC car park pass holders on a “first come first served” basis. The rest of the car park operates on a two hour maximum stay basis. The WCC spaces are clearly marked and are not time restricted.

Staff not displaying a valid pass may receive a fixed penalty notice from the NWBC parking enforcement team. Any costs incurred in this respect are not recoverable from WCC.

**There is no visitor car parking for NWBC Council House.** The nearest pay and display parking for visitors can be found on the North Warwickshire Borough Council (NWBC) website.

For alternatives to travelling by car please see the section 'Public transport' later in the guide.

For cycling provision please see below.

## **Caretaking**

The site is covered by NWBC caretakers from 07.30 to 19.30.

## **Cleaning**

Cleaning is carried out via NWBC to all areas to the cleaning specification which can be found at Appendix C. If you identify an issue with the cleaning please contact WCC Facilities Hotline.

Cleaning Carousels are provided in the general office areas (see layout plans at Appendix A) to allow staff access to anti-bacterial cleaning wipes with which to clean workstations, keyboards etc. if desired prior to occupying a workstation.

## **Coffee/breakout areas**

The two coffee/breakout areas are for all colleagues to use. During the lunch period (12.15 pm – 2.15 pm) these areas are solely for the use of colleagues taking lunch. Outside this time the areas can be used for tea/coffee breaks and for small informal meetings. As others may still be working in close proximity to the breakout areas, please keep noise to a sensible level.

**These areas are not suitable for private or confidential meetings/conversations.**

## **Confidentiality**

Warwickshire County Council manages a vast amount of personal and financial information relating to customers and suppliers which it is legally bound to treat securely and with care. To this end all staff are reminded of the need to lock PC's / laptops when moving away from their workstation, only have files on their workstation they are actively working with (all others must be filed away) and be mindful of the type of telephone conversation that is appropriate for an open plan office in terms of customer confidentiality and sensitive / personal information being overheard. For further details see the 'Open plan office etiquette' and 'Security' sections below.

## Corporate Hot desks

Two corporate hot desk areas are provided in the WCC office spaces and are identified on the layout plan at Appendix A. There are nine docking stations and a connected PC on these desks.

Please ensure these stations are left clean and tidy after use, ready for the next user.

There is Wi-Fi coverage throughout the WCC space giving access to the WCC network for staff and the Internet for visitors.

## Cycling provision

For colleagues cycling to work, a dedicated cycle park / shelter is located next to the main entrance to Council House. There are showers in the disabled toilet on the ground floor.

## Defects and maintenance reporting

Please report building maintenance issues to WCC Facilities Hotline. Please state your desk number when making a report, as this makes it easier to locate the person / area required. It is important that all defects and maintenance issues are reported to enable them to be resolved at the earliest opportunity. Please report any defects to Facilities Hotline by calling 4123 or email [hotline@warwickshire.gov.uk](mailto:hotline@warwickshire.gov.uk).

## Disabled access and egress

The building is fully accessible for people with disabilities with a lift to upper floors. Toilets accessible to people with disabilities are available on the ground floor by the lift. (See Appendix A)

More important than access, is the ability to be able to evacuate a building safely and swiftly in an emergency. Please see the section, Fire precautions for details.

## Display screen equipment

All users of display screen equipment should familiarise themselves with the Corporate Display Screen Equipment Policy and the requirements to carry out a Display Screen Assessment, which can be found on the Intranet.

## Electrical equipment

Any piece of electrical equipment, including Christmas lights and other occasionally used items, must be tested before use in accordance with WCC Electrical Testing Policy.

## Email groups

There is a Google Mail group set up to enable colleagues to e-mail people based on site. This can be found by typing the title in to the 'To' box when composing an e-mail.

NWBC Council House (all WCC occupants)

wcc-nwbc-council-house-all@warwickshire.gov.uk

## Fire precautions

As the WCC space forms part of NWBC's Council House, WCC's fire precautions form part of and compliment the overall building precautions. The NWBC document can be found in appendix B

There are fire exits at the end of each wing of the building. These are clearly signed with the green running man logo.

Sufficient Fire Wardens (Marshals in NWBC document) are provided and trained for the building, including the WCC space, for its size, complexity and the activities undertaken there.

The fire alarms are tested every Wednesday at 10am with a 10 second (approx.) activation of the sirens. In the event that alarms sound at any other time (or for longer than 10 seconds on Wednesday at 10am), please follow standard evacuation procedures and head via your safest exit route to the fire assembly point as indicated on the Council House Site Plan to Assembly Point F Do not use the lifts.

If you discover a fire, unless you have been trained in the use of fire extinguishers do not attempt to put a fire out. Please activate the alarm and get out of the building.

**It is your responsibility to ensure you know the evacuation procedure (including alternate escape routes if your closest route is blocked, and the assembly point F). It is also your responsibility to ensure any visitors which you invite in to the building are aware of the emergency fire precautions. Please acquaint yourself with the procedures as you take up occupancy in the building. The emergency evacuation procedures can be found at Appendix C.**

Personal Emergency Evacuation Plans (PEEP's) can be provided for members of staff and visitors with disabilities through WCC Facilities Hotline. Advanced notice is required.

## First aid

First aid notices are displayed in the two breakout areas in the WCC area providing the names of WCC First Aiders. In addition to WCC First Aiders there are NWBC First Aiders who can be called upon (if they are available) via NWBC Reception.

If the ambulance service is contacted direct please keep NWBC Reception informed.

## Furniture

Careful consideration has been given to the design and internal layout of the building to ensure it is well co-ordinated, ergonomically suitable and meets health and safety requirements. Furniture should not be rearranged without the express permission of the Facilities Support Manager.

Any request for non-standard furniture must proceed via the Facilities Support Manager. Any furniture defect must be reported to WCC Facilities Hotline.

## ID badges and proximity cards

Staff who have NWBC Council House as their work base will need to use two cards. The first card is issued by NWBC. This card allows access to the WCC space within NWBC Council House. The second card is the standard WCC ID badge and both badges should be displayed at all times.

If either card is lost it must be reported immediately; the NWBC card to NWBC Council House Reception, the WCC card to WCC Facilities Hotline.

## Kitchenette facilities

### General

The kitchen has the following facilities provided centrally for all WCC staff to use:

- Hot water boiler (mounted on the wall) for making hot drinks.
- Fridges
- Drinking water dispenser
- Microwave

### Cleaning

Cleaners will clean clear work surfaces, sinks, cupboard doors and the exterior of fridges. **They will not wash up your crockery and utensils.** It is the responsibility of each colleague to leave the kitchen (and all other areas) as you find it. Therefore please do not leave dirty cups or tea spoons in the sinks or on the worktops. The cleaners will clean the surfaces and sink areas each day.

### Tea/Coffee/Milk etc.

Arrangements should be made by individuals / teams to provide their own refreshments. This includes mobile and visiting staff. Please do not use other teams' items from the kitchens. A machine dispensing drinking water is located in the kitchen.

## Lockers

### Personal

A personal locker will be allocated to each colleague who has NWBC Council House as their base.

## Meeting rooms

NWBC Council House has a number of meeting rooms available for use by all colleagues. There are also meeting rooms which are within the WCC area which should be used in the first instance before booking rooms elsewhere in the building.

The WCC meeting rooms available are detailed below. **Please note – if visitors / customers are given access to WCC meeting rooms they must be escorted from NWBC Council House reception (where they must be signed in) to the meeting rooms as swiftly as possible so the risk of overhearing information is reduced to a minimum; they must not spend any period of time waiting in an area where sensitive information is being discussed. Interview rooms to the rear of reception may be used for difficult situations.**

**Staff are reminded that Facilities Support reserve the right to amend any meeting facility booking should the need arise.**

**The NWBC Council House is NOT a suitable venue for meetings with customers or members of the general public. Such meetings should be held at the local assessment centre.**

Meeting Room Name	Capacity
CH SF MR1 (4)	4
CH SF MR2 (4)	4
CH SF MR3 (4)	4
CH SF MR4 (4)	4 – nb this room is not bookable
CH SF MR5 (16)	16

- To book any meeting rooms on site please use your personal calendar on Google.
- **All** meeting rooms within the WCC space are shared facilities for use by any colleague within WCC.
- If you experience problems with any equipment within the rooms please contact your local administration team in the first instance.
- You must ensure rooms are left clean and tidy when you leave.
- Meeting room 4 is not bookable in advance and can be used on a first come, first served basis.
- The interview rooms at the rear of reception can be used on an ad-hoc basis, however, WCC must check with Reception prior to usage as they are pre-booked via Outlook. Calendar requests can be sent from the WCC system to Outlook using [mainreception@northwarks.gov.uk](mailto:mainreception@northwarks.gov.uk). There is very limited space within the one stop shop for larger number of visitors to wait. Main Reception must be made aware of all visitors to the building in advance of meetings so that badges can be readily available. Email [mainreception@northwarks.gov.uk](mailto:mainreception@northwarks.gov.uk) with a list of names and positions plus the contact details of the meeting organiser who should always be available for contact



## NWBC Useful Contacts

The following are some contacts within North Warwickshire Borough Council that you may find useful

Customer Services	Main Reception: 01827 719224 Contact Centre: 01827 715341 Jude Smith, Customer Contact Manager: 01827 719380 Claire Cox, Asst Customer Contact Mgr: 01827 719431 Teresa Anderson, Asst Customer Contact Mgr: 01827 719449
Facilities Management	Chris Jones: 01827 719265 Charlotte Phillips: 01827 719252 facilitiesmanagement@northwarks.gov.uk
Post enquiries	Paula Miller: 01827 719231 Steph Sharrott: 01827 719207
Procurement Print Room	Elayne Cooper: 01827 719203 Julie Holland: 01827 719277

## Office opening hours

The main front door to NWBC Council House will be opened at 07.30 each working day for staff and will be closed to staff at 19.00

The main Reception for the building is open 9.00 to 17.00 Monday to Friday. There is no separate WCC reception.

Access to the building outside of these hours is by prior arrangement with your line manager.

NWBC Council House is usually closed between Christmas and New Year and on some Tuesdays after bank holidays. Access to the building will be allowed to WCC employees, but the main reception will not be open.

## Office plans

Plans showing the layout of the offices are available at Appendix A.

## Office safety

All staff should familiarise themselves with the contents of the Resources Group Health and Safety Arrangements Document regarding general office safety.

## Open plan office etiquette

To enable more efficient use of workstations it is essential they are available to staff whenever possible. To promote this, desks must be cleared when they are not in use.

## **Team Zones**

- Team Zones are not exclusive space for a team, they should be available to other teams members should the need arise. Members of other teams should be made to feel welcome in order to help break down silos and encourage cross-team working.
- If a workstation or other work area is to be left unoccupied for more than 2 hours it should be cleared for use by others. Please see the WCC Clear Desk Clear Screen Policy on the Intranet.
- Any member of staff that is allocated a fixed workstation should abide by the above policy and expect that their desk be used by others when they are absent.
- All spaces; Team Zones; meeting rooms; breakout areas; touchdown spaces etc. should be left clear and tidy after use, so they are ready for the next user and to maintain a clear and uncluttered working environment. Cleaning items are available at the Cleaning Carousels if needed (see layout plans at Appendix A).

## **Telephones**

In the open plan office, ringing telephones left unanswered can cause distraction to other teams. Please therefore ensure the following:

- Personal mobile phones are set to silent or vibrate in the office.
- Business mobile phones are set to a reasonable ringer volume.
- Landline phones are diverted to a colleague or answer phone when you are not at your desk for any period of time.
- Team phones on group pickup can be answered when they ring by dialling \*\*3.
- If you need to use audio features on your PC / laptop please use headphones.

Hotdesk facilities have been installed on the network for use with all the phones installed at NWBC Council House. These allow staff to sit at any desk and 'pull' their usual telephone number to that particular phone. When using Hot Desking Phones staff should use all the dialling prefixes they usually dial including 9 when dialling externally of WCC.

## **Conversations**

Please consider colleagues working in the building when having conversations. Avoid loud discussions at your desks or in shared areas, e.g. around the photocopier.

Think about where you hold personal or confidential conversations, they may not be appropriate for open or shared spaces such as breakout areas and touchdown spaces.

## **Meetings**

Please use the breakout areas or meeting rooms where possible to avoid disruption to colleagues around you.

## **Food**

Hot food should only be consumed at the breakout areas to avoid odours spreading around the office space.

If you choose to chew chewing gum please dispose of it considerately. Gum trodden in to the carpet is unsightly and expensive to remove.

### **Tambour units**

The tops of tambour units should be kept clear please do not use them as extra storage space.

### **Walls**

Nothing should be fixed to the walls by any means. Appropriate notices etc. should be located in the formal notice boards which are managed by the Premises Representative.

## **Out of Hours Working**

Access to the building out of hours is by arrangement. Out of Hours working is subject to NWBC management so they know who is in the building. These procedures apply outside normal building opening times which are 7.30 to 19.00 Monday to Friday.

- If you need to work late into the evening you need to contact Borough Care to let them know you will be on site past 19.00 on 01827 719208.
- If you arrive at the building after 19.00, or on a weekend, your access control pass will not work. You will need to go to the rear exit door into the car park, press the intercom button to contact Borough Care. Tell them you are from WCC and how long you will be on site.
- Sign the register just inside the door and proceed to the offices.
- On exit after 19.30 or at weekends please sign out on the register leave the building and then press the intercom to Borough Care. Let them know you have left so they can remove you from their list.
- Advance notice for out of hours working, where possible, is appreciated by NWBC Borough Care.

## **Paper**

Plain white A4 and A3 paper and coloured A4 paper for use in the Multi-Function Devices (MFD's) is stored in the resource room. Staff on site have their own arrangements to manage paper and stationary supplies. .

### **Recycling and confidential papers**

See 'Waste' section.

## **Phone numbers**

### **Making a call**

To dial **out** of WCC externally, you need to prefix numbers with a 9.

To internally dial colleagues **within** WCC NWBC 2nd floor, you need to dial the four digit extension number.

To internally dial colleagues **outside** of WCC NWBC 2nd floor, you need to dial the 4 digit extension number, please note some sites have a 2 digit prefix.

### | **Dialling in to WCC NWBC 2nd floor from outside**

| WCC NWBC 2nd floor external phone numbers have the following ranges:

01926 413490 – 3549

01926 413560 – 3569

01926 413590 – 3599

01926 413900 – 3959

| 01926 413990 - 3999

The last four digits are the internal numbers, please use People Finder on the Intranet.

Instructions in the use of the telephone can be found in the Berkshire 200 User Guide, the standard phone provided.

The Berkshire 200 and all other non-VOIP (Voice Over Internet Protocol) phones have the capacity to allow conference calls. Up to a maximum of six people including one external phone can talk together in the same conversation enabling virtual meetings without leaving the desk. There is an Aide Memoire Card which details the procedure used to employ this facility amongst others.

It is possible for teams to vary the ringer pitch to more easily identify team phones.

Hotdesk facilities have been installed on the network for use with the phones at NWBC Council House. These allow staff to sit at any desk and 'pull' their usual telephone number to that particular phone. When using Hot Desking Phones staff should use all the dialling prefixes they usually dial including 9 when dialling externally of WCC.

## **Postal delivery and collection**

Post in to and out of NWBC Council House is managed by NWBC.

### | **Out-going post**

- The WCC outgoing post collection point is on top of the WCC storage cabinets at the end of the Council House 2<sup>nd</sup> Floor OSS wing
- Mail will be collected at 2.30 daily
- To maximize potential savings all items should meet Cleanmail requirements. These requirements are detailed in Appendix D.

- The cut off time for outgoing mail is 2.30pm as detailed above. There is no separate collection for BCC/Royal Mail items
- All mail is sent via BCC unless an item of mail is specified for Recorded or 1<sup>st</sup> Class delivery. If clean mail requirements are not met mail items will be queried with WCC and sent back if necessary
- Mail will be sent by 2<sup>nd</sup> Class post unless marked otherwise.
- Invoices for out-going post will be raised quarterly .
- NWBC are able to send parcels out so they can be left in the same place as the other post. If a parcel or any letter needs to be sent Recorded Delivery please mark as such as they have a separate process for these items, they do not have an option for Special Delivery though so teams will need to take these items to the post office.

### **In-coming post**

- Due to the new opening hours to accommodate WCC/DWP, post is now not received until after 9am. Internal delivery to the WCC collection point is at approx 11am daily.
- WCC mail is not opened or date stamped by NWBC officers. WCC mail items are sorted, separated and delivered in the condition as received by Royal Mail
- Teams will need to make local arrangements to distribute post around the office.

For further details contact your local administration team.

## **Printers/copiers**

There are 2 Multi Function Devices (MFD's) which provide printing, copying and scanning facilities. You can print to either of the MFD's. The first time you need to print you may need to set up the 2 MFD's on your PC / laptop, if you need help doing this please contact ICT Helpdesk.

Both the MFD's are set to print double-sided (duplex) and in black and white (mono) by default. This will help reduce printing costs and the amount of paper used. The settings may be amended within Print Properties on your PC / laptop if necessary.

For toner replacement etc. please contact your local administration team.

## **Public transport**

For information regarding public transport please see the Public Transport page on the Warwickshire Direct website.

Atherstone train station is located at: Long Street, Atherstone, CV9 1BH

## **Reception**

The reception in NWBC Council House is managed by NWBC and they support all occupants of NWBC Council House, there is no separate WCC reception. All visitors and contractors must report to reception.

The Reception opening hours are 9.00 to 17.00 Monday to Friday.

## Records management

The Records Management Service (RMS) provides practical advice, [guidance](#) and training to all WCC Services on document and records management [policy](#), practices and procedures. This covers both paper and electronic information, including scanning.

The RMS also manages the paper records store and the contract with our external paper records storage providers. Both stores provide secure storage and retrieval services for paper records which are no longer required to be retained in office accommodation but which need to be retained for administrative, legal, audit or historical purposes.

Records Management staff are happy to discuss team's paper records management and storage requirements and will provide advice and guidance on how to get the best from electronic shared folder/file structures on the network shared drive.

In order to keep on top of your electronic and paper filing it is advisable to hold regular file housekeeping days / half days.

## Recycling

A Recycling point is located in the kitchen. Only use the bins provided, under desk bins are not permitted.

For any item that can't be recycled above and for confidential waste please see the 'Waste' section below.

## Refreshments/Catering

There are no WCC catering facilities in NWBC Council House. Arrangements should be made by individuals / teams to provide their own refreshments. This includes mobile and visiting staff. Please do not use other teams' items from the kitchens.

A machine dispensing drinking water is located in the kitchen.

NWBC Council House is located in the centre of Atherstone and there are many food shops / outlets within 5 minutes' walk.

## Security

The layout of the building allows collaboration, flexibility and a better working environment. However, with this way of working, there are some new things to consider from a security perspective.

### Access

Your NWBC ID card provides you with access to the WCC space in NWBC Council House and your WCC ID badge should be displayed at all times. Please be careful when entering the building, if you notice something out of the ordinary or something that does not look or feel right please report it to WCC Facilities Hotline immediately.

Please ensure no-one 'tailgates' you when you enter (where someone follows you in without swiping their card or having it visible). If this practice isn't followed unauthorised people could enter the building. Please politely ask to see the ID card of any person you are unsure of and do not be alarmed if someone asks to see yours.

All visitors must be signed in at Reception.

### **Information**

Please ensure that when you are away from your desk, even for short periods of time, your PC is locked. To do this, press CTRL-ALT-DEL and then choose 'Lock Workstation'. This action will still leave you logged into the workstation so that you can return to it quickly, but it will prevent unauthorised use of the PC using your credentials. You must ensure that when you finish work for the day you log off and switch off your PC and screen. You must also ensure that you log off, disconnect and lock away your laptop / tablet in a secure area and take the key out. WCC Blackberry's and mobile phones must also either be locked away or taken with you when you leave work for the day.

If a USB memory stick is required it must be a WCC encrypted USB stick obtainable from ICT Procurement, and it must be locked away when not in use.

Paper files must not be left on desks unattended for long periods or overnight. They must be stored in a tambour filing unit or your personal locker. Only have files on your desk that you are currently working on. For further information please see Information Security.

When disposing of personal / sensitive and confidential records they must be disposed of securely and using the confidential waste bins situated around the office. These confidential waste bins are emptied twice a month. The service is managed by Shred-Pro via the premise representative on site.

When transferring personal / sensitive and confidential records please be guided by the appropriate pages on the Intranet.

### **Personal belongings**

Personal belongings should be kept in the lockers provided.

### **Smoking**

Smoking is not permitted anywhere in the NWBC Council House confines or outside the building within 5 metres of a door or window. Please see the Smoke Free Workplace Policy on the Intranet.

### **Stationery**

Limited general stationery is stored in tambour units within the team's allocated area. The bulk of general stationery and large items are stored in the Resource room which is managed by your floor representative Roz. Specific specialised stationery should be managed at a team level.

## **Team Villages**

As a means of identifying the various office areas within each building WCC occupy the space has been identified as a Team Village as shown on the layout plans at Appendix A. The Team Village is identified by Lime colour coding:

Each Team has been allocated storage space within a Team Village within which they will operate.

## **Toilet facilities**

Male toilets are outside the access door to the main WCC office area. Female adjacent to CH SF MR5. (See Appendix A). There are two unisex disabled toilets provided on the ground floor.

The toilets are cleaned and restocked on a daily basis. If you become aware of an issue please report it to Facilities Hotline.

## **Visitors**

When inviting visitors, please ensure you ask all visitors to report to Reception to sign in. Visitor badges will only be issued to visitors if they require access to the secure areas of the building and must be returned to Reception prior to departure.

There is no visitor parking available, please ensure you notify visitors of this when inviting them. The nearest car parks for visitors can be found on the [NWBC website](#).

Visitors remain in the care of the person they are visiting and should be accompanied by them at all times. Please see further detail in the 'Meeting room' section.

Personal Emergency Evacuation Plans (PEEP's) for disabled visitors can be provided through Facilities Hotline if advanced notice is given.

## **Waste**

Any waste that cannot be recycled through any of the means previously described should be placed in one of the general bins provided. Only use the bins provided, under desk bins are not permitted.

Secure confidential waste bins are located at various points throughout the offices and these are emptied each fortnight.

For items to be recycled please see the 'Recycling' section above.

## **Water and cups**

The water dispenser in the kitchen provides mains-fed filtered water. Plastics cups are not provided.

## **Working environment**



The building at NWBC Council House is designed to be naturally ventilated, please use the windows as necessary. There is no mechanical cooling to the offices. Please ensure all windows are secured when leaving the office or meeting room.

Fire doors and final exit doors must not be opened in an attempt to increase ventilation; this will render these fire precautions useless and create a security risk.

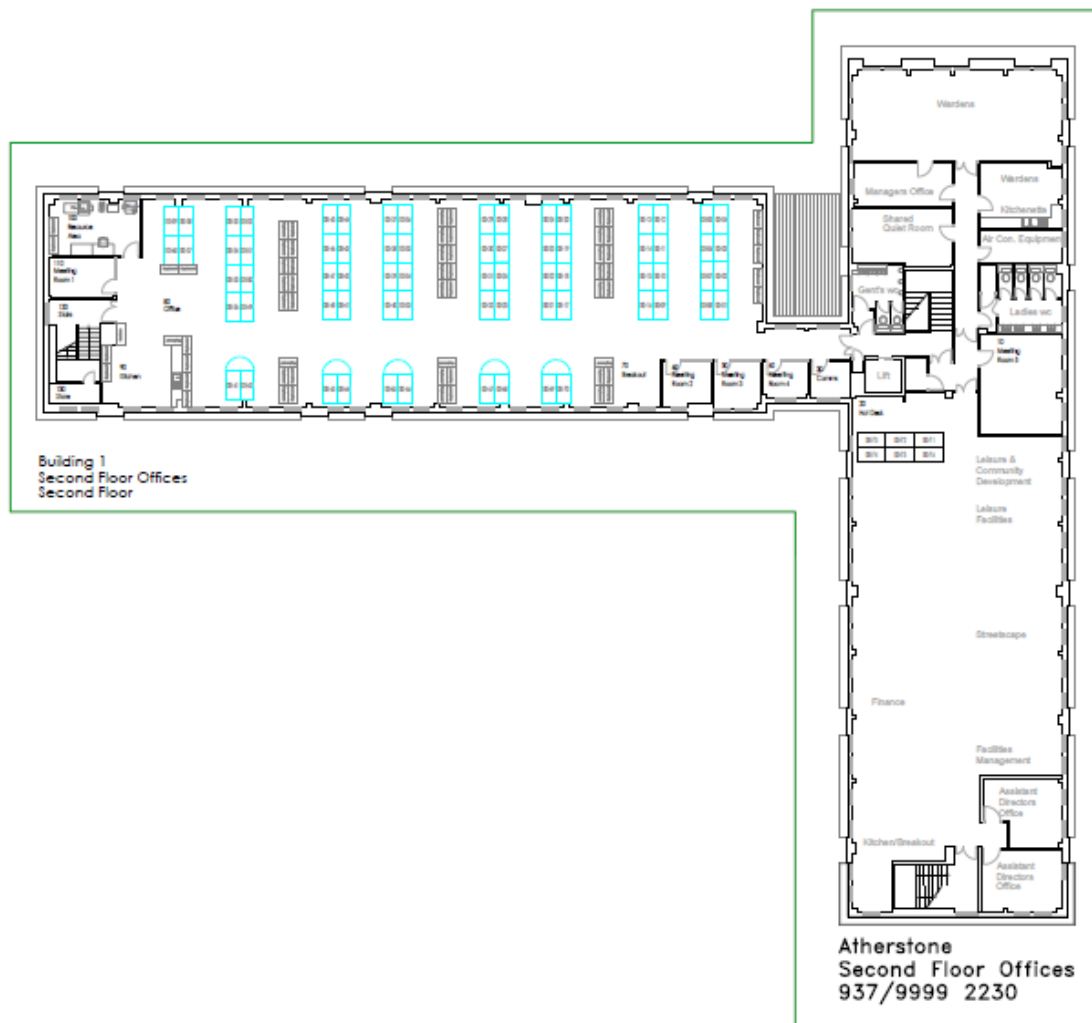
The heating system for the building is controlled by NWBC Premises team. Any request to alter the heat setting should be made via WCC Facilities Hotline.

Colleagues must not use localised heaters or fans as this may overload the power capacity of the space.

Please report any problems / issues to Facilities Hotline for rectification.

If this information is difficult to understand, it can be provided in another format, for example Braille, in large print, on audiotape or another language.

## Appendix A – NWBC Council House Layout Plan



# **Fire Evacuation Procedure for Council House**

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# Fire Evacuation of Building Procedure Statement

As far as is reasonably practical, all steps will be taken by the Council to prevent or minimise the possibility of fire within Council premises.

The Council acknowledges that despite these measures, it cannot be assumed that fire will never break out. Should a fire break out, systems are in place to warn and guide staff to safety via designated means of escape. A continual or intermittent ringing of bells will sound to warn that there is a fire and you must evacuate the building.

The fire alarm system, fire extinguishers, emergency lighting, evacuation signage, fire doors and evacuation procedures are all reviewed and will be tested regularly.

This procedure will be reviewed annually or as a consequence of a change in the buildings use, layout or opening times.

Assistant Directors that have employees working in zones should co-ordinate provision for Fire Marshals in each zone, one per storey exit plus a deputy. Facilities Management and Human Resources will monitor this to ensure that adequate Fire Marshals are appointed and will alert Assistant Directors to possible shortfalls.

All staff will be given fire safety and prevention training. Fire Marshals will be given practical and theoretical training to prepare them further in carrying out their duties. Training will be co-ordinated by Human Resources and all staff will be trained every 3 years.

Additionally, staff should be encouraged to report to their Fire Marshal any concerns or ways of improving fire safety or prevention within their area of the office.

Any suggestions on ways of improving this procedure are welcome and should be directed to Facilities Management.

# Fire Action Notices

'Fire Action' and 'Your assembly point is' notices are displayed at every storey exit at the Council House.

Ensuring the notices are displayed and the fire assembly points are displayed on the notices is co-ordinated by Facilities Management.

Example of the notices:

## Fire Action

### ! On discovering a fire you must:

- Raise the alarm immediately by breaking the glass in the nearest call point.
- Extinguish the fire using equipment provided, if possible and safe to do so.
- Call the Fire and Rescue Service, Landline - (9)999 or Mobile - 999.
- Evacuate the building by the shortest, safest route.
- Report to Assembly Point H (Incident Control) and advise the Incident Controller of the location and details of the fire.
- Report to your designated Assembly Point for roll call.
- Remain at the assembly point until authorised to leave.

### ! On hearing the fire alarm you must:

- Evacuate the building by the shortest, safest route. (Escort your visitors to Assembly Point G).
- Report to your designated Assembly Point for roll call.
- Remain at the assembly point until authorised to leave.

### Remember:

! Close all doors where possible but do not delay the evacuation.

! Your safety is our first concern.



DO NOT take risks.



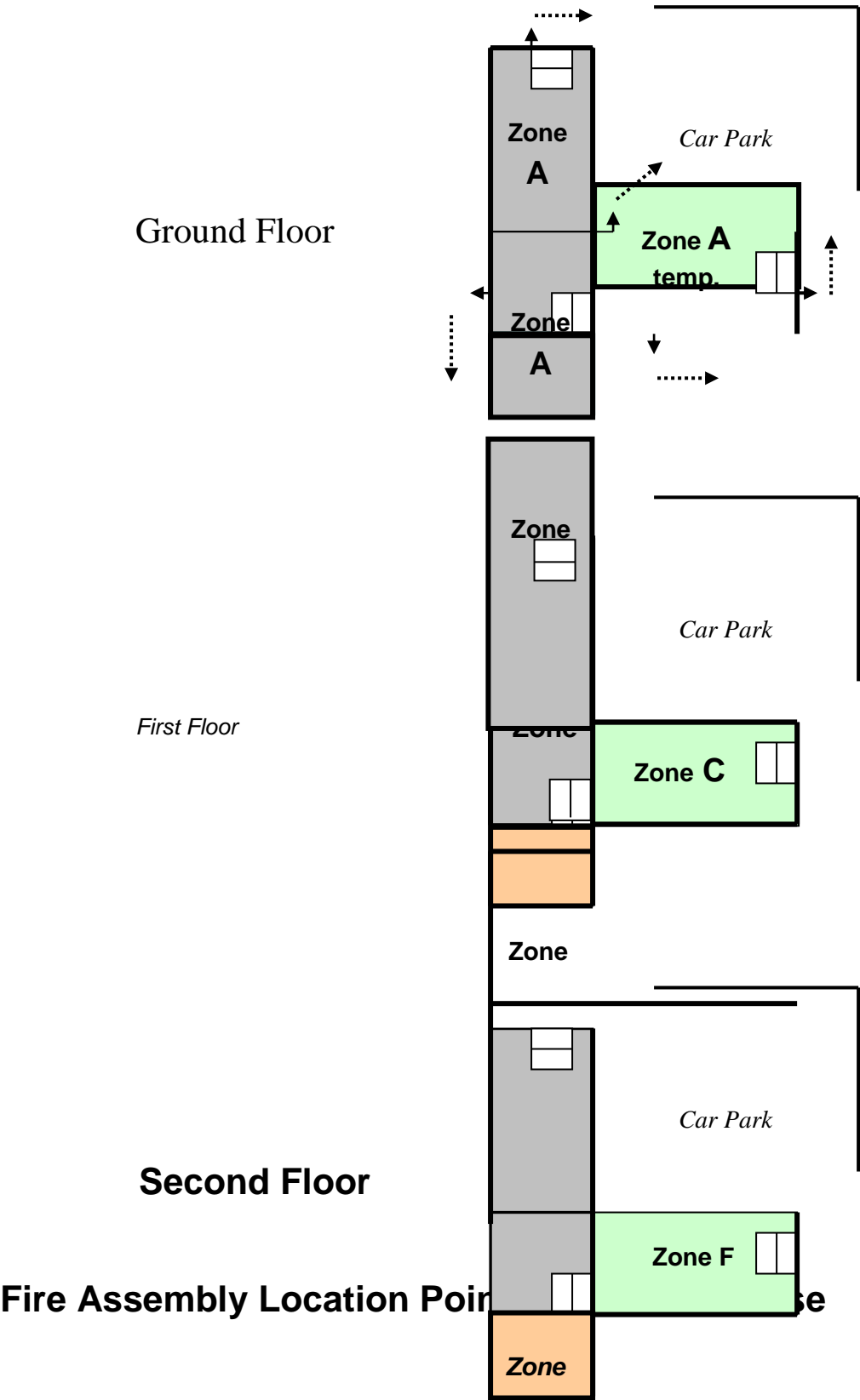
DO NOT stop to collect personal belongings.



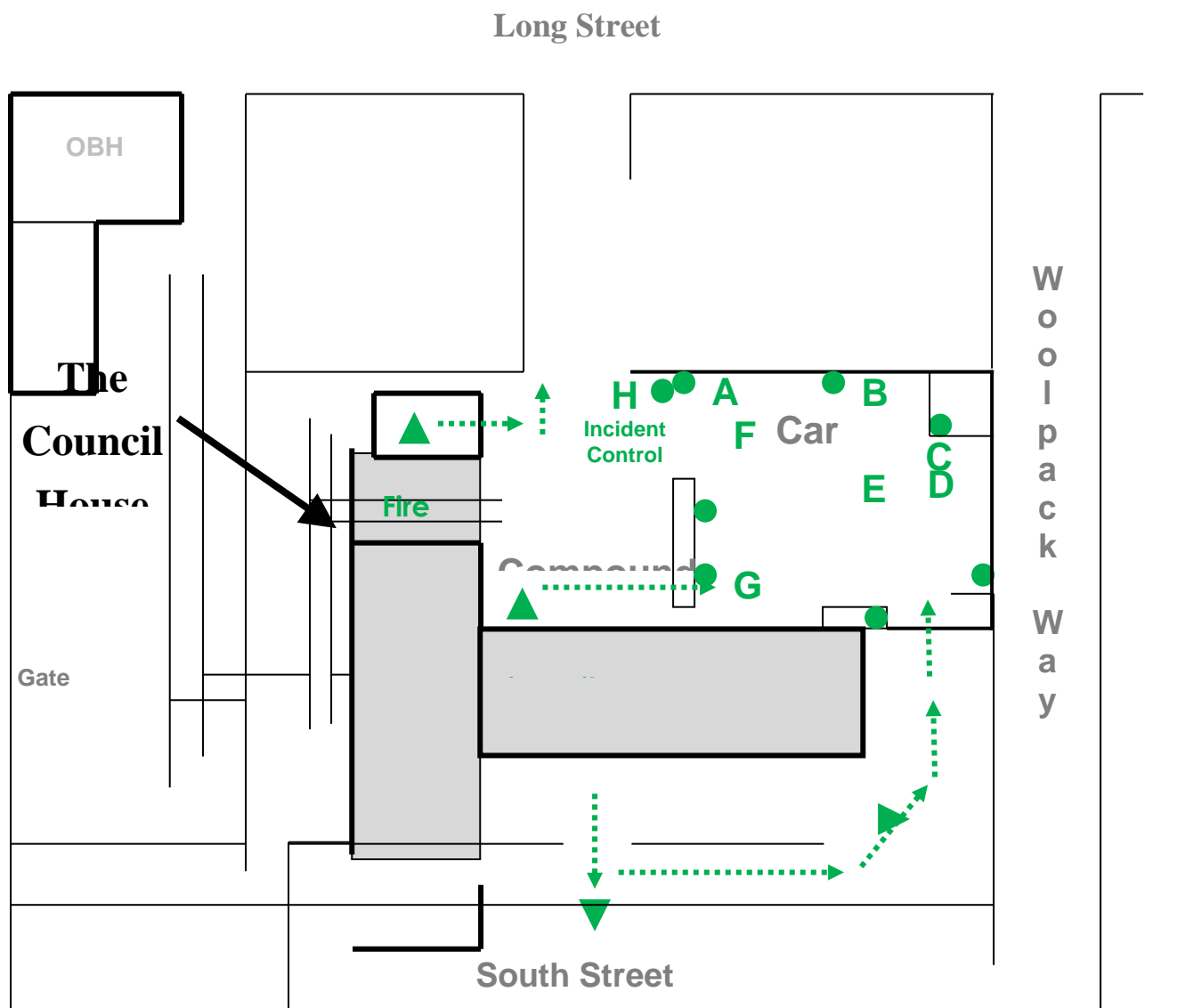
DO NOT re-enter the building for any reason until authorised to do so.

-----  
**Your assembly point is**  
(A, B, C, D, E, F, G inserted as per the zone)

Fire Evacuation Zones – Council House



Zone G: Includes Councillors, Visitors & Contractors





## **Duties of All Employees (unless you have a designated role)**

**All** members of staff have a responsibility for fire safety within the Council.

This responsibility includes:

- Ensure that members of your team know your whereabouts during the day,
- Ensure that your visitors have been signed in/out at reception every time they enter and exit the building,
- Ensure that any Contractors working for you on the premises are aware of; what the fire alarm sounds like (a bell), the 'Fire Action' notices - what they must do and their fire assembly point - G.
- Ensure that if you are working out of hours or during weekends that you sign in/out of the 'out of hours' log every time you enter/exit the building.
- Adhere to fire prevention rules and procedures,
- Attend Fire Awareness courses when requested,
- Report any health and safety issues to your line manager or the HR Officer.

## **Duties of All Councillors**

**All** Councillors have a responsibility for fire safety within the Council.

This responsibility includes:

- Recording every time you enter and exit the building using the fire evacuation log by the rear door,
- Ensure that your visitors have been signed into the fire evacuation log every time they enter and exit the building,
- Ensure that your visitors know the evacuation instructions,
- Promote fire awareness and fire prevention within the Civic Suite zone,
- Ensure that a copy of this fire evacuation procedure is kept available in all group rooms at all times.

## Duties of Fire Marshals and Deputies

Fire safety and prevention training will provide fire marshals and their deputies with the necessary skills for performing their responsibilities and tasks.

This responsibility includes:

- Keep an up to date roll call list of all staff within your zone in the document stored into 'Trim',
- Notify Facilities Management when any changes are made to the roll call list document.
- Attend Fire Marshal training and refresher training, as required,
- Promote fire awareness and fire prevention within designated zone,
- Carry out visual fire safety inspections on a monthly basis and record the results in the document stored into 'Trim'. Report any hazard or defect to Facilities Management,
- Carry out quarterly fire safety inspections with Facilities Management.
- Ensure deputies are aware when you will not be available to carry out your duties. Examples include annual leave, when on a course, at a meeting, lunch etc.

### Additional Duties to the Fire Action Notice:

#### **!** On hearing the fire alarm you must:

- Collect roll call list and put on fire marshal tabard, if possible. If roll call list is not nearby, report to Assembly Point H, Incident Control and collect the roll call list for your Zone/Assembly Point,
- Report to your Assembly Point and carry out a roll call.
- Report results of the roll call to the Incident Control Team at Assembly Point H.
- Carry out any other duties as instructed by the Incident Control Team.
- Attend the post evacuation debrief.

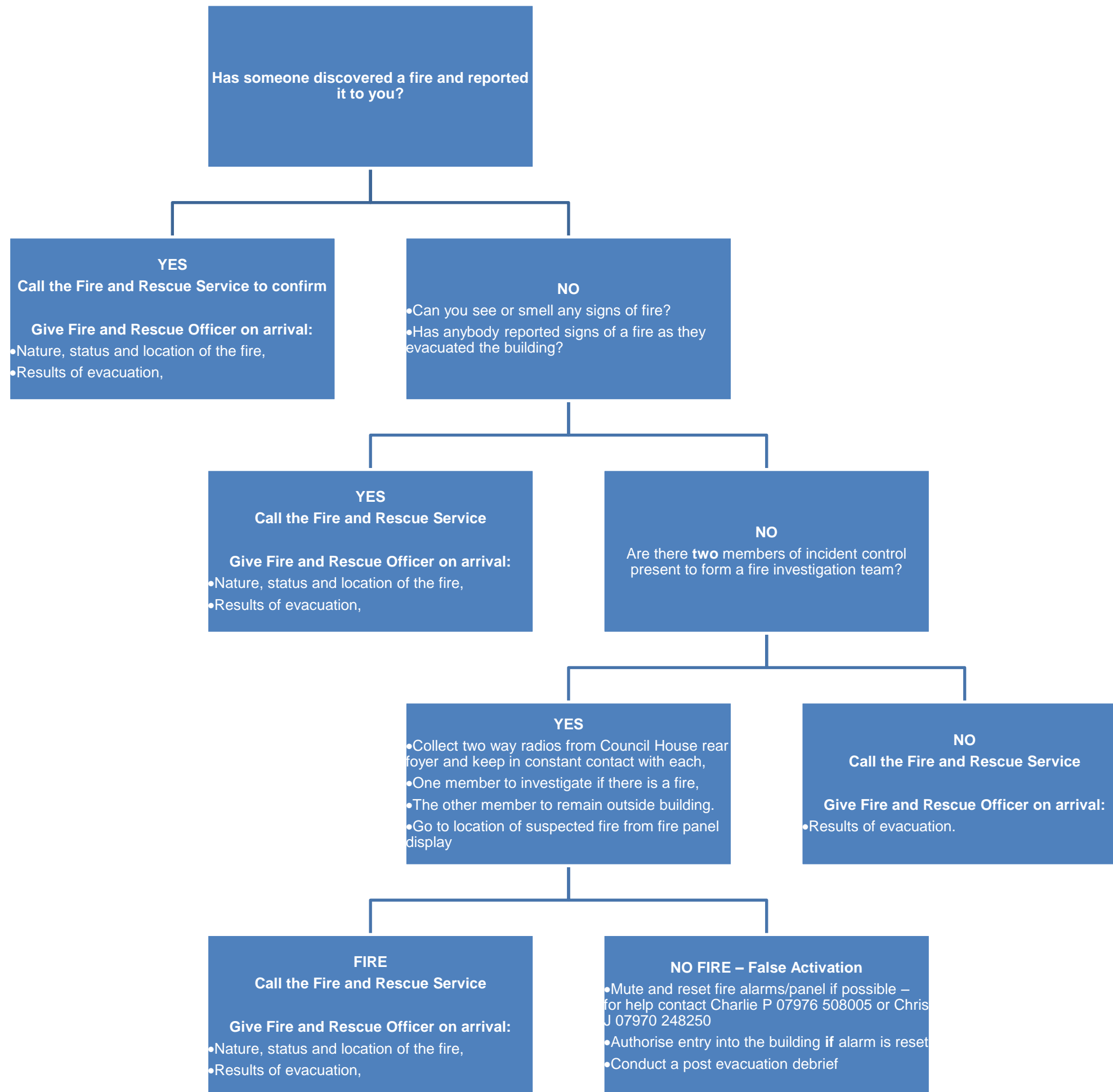
## Duties of Incident Control

Incident control will be managed by way of a team formed by Facilities Management, the HR Officer and the most senior member of management present, or Community Support if none of the above are present.

### Additional Duties to the Fire Action Notice:

#### ! On hearing the fire alarm you must:

- Go to fire panel in rear foyer,
- Collect the fire evacuation clipboard adjacent to the panel,
- Make a note on the clipboard of which zone has been activated from the display on the fire panel,
- Collect tabard from adjacent to the fire panel,
- Go to Assembly Point H, Incident Control,
- Instruct two individuals; one to stand duty at the Reception entrance/exit door and the other at the Civic Suite entrance/exit door to ensure no-one enters the building,
- Instruct an individual to remove the car park barrier, if affixed,
- Collate information from the Fire Marshal roll call lists to establish if all persons are accounted for,
- Using the flow chart on the next page carry out a risk assessment to further investigate the fire incident and the actions to be taken.
- If the building is determined as **NOT SAFE** to enter by the Fire and Rescue Service:
  - The most senior member of management will initiate a recovery plan in accordance with the business continuity plan.
  - If no member of Management Team is present then call one of them to inform them of the situation. (Appendix A – Telephone numbers)
- If the building is determined as **SAFE** to enter by the Fire and Rescue Service
  - Mute and reset fire alarms/panel – for help contact Charlie Phillips 07976 508005 or Chris Jones 07970 248250
  - Authorise re-entry to the building, remember to inform those stationed at the entrance/exit doors.



The reception staff have different roles to perform because there are likely to be members of the public in the area and they have the visitors log.

This responsibility includes:

- ensure that visitors have been signed in/out at reception every time they enter and exit the building,
- ensure that visitors have been made aware of the fire evacuation instructions on the back of their visitors' badge.

### **Additional Duties to the Fire Action Notice:**

#### **! On hearing the fire alarm you must:**

- one member of the team to ensure that the reception area and public disabled toilet facilities are clear,
- one member of the team to stand outside main entrance doors to prevent members of the public from entering. This person must not re-enter the building until the all clear is given,
- one member of the team to take the visitors book, do a roll call of visitors at Assembly Point G and then report the results of the roll call to the Incident Controller at assembly point H,

## Duties of Community Support Control Centre Staff

Community Support (CS) Control centre staff will have specific duties to perform due to their nature of work and their constant presence at the Council House. If Facilities Management, the HR Officer or a senior member of management is not present then Community Support will form Incident Control.

### Additional Duties to the Fire Action Notice:

#### ! On hearing the fire alarm you must:

- CS staff collect EMIVAC bag & van keys,
- CS Fire Marshall collect control centre mobile phone, blue DRC folder & evacuation clip board located by control centre exit door,
- CS Fire Marshall to collect the out of hours log (if necessary) and/or Councillors log located by the rear door, and the Fire evacuation procedure from adjacent to the fire panel by the rear door.
- go to Assembly Point G,
- CS Fire Marshall carry out a roll call including Councillors and their visitors,
- all Control Centre staff except CS Fire Marshall go to Disaster Recovery Centre (DRC) at Nursery Rd, Ansley Common,
- Using the flow chart on the next page carry out a risk assessment to further investigate the fire incident and the actions to be taken.
- CS Fire Marshall to set up DRC smart diverts to transfer Borough Care lines to DRC (Tel numbers in blue DRC folder),
- CS Fire Marshall to remain at the assembly point until the Fire and Rescue Service have carried out their duties.
- If the building is determined as **NOT SAFE** to enter by the Fire and Rescue Service:
  - The most senior member of management will initiate a recovery plan in an accordance with the business continuity plan (Appendix A)
  - If no member of Management Team is present then call one of them to inform them of the situation.
- If the building is determined as **SAFE** to enter by the Fire and Rescue Service
  - Mute and reset fire alarm bells/panel – for help contact Charlie Phillips 07976 508005 or Chris Jones 07970 248250
  - Authorise re-entry to the building, remember to inform those stationed at the entrance/exit doors.

## **Duties of Contractors Working Out of Hours**

All Contractors working at weekends must:

- Be logged in at the start of their shift and out at the end of their shift, by the member of staff responsible for them,
- sign in and out of the 'out of hours' log every time they enter and exit the building during their shift,
- be aware of;  
the 'Fire Action' notices - what they must do and  
their Assembly Point - G.



## Duties of the Chair Person or Trainer of any Meeting or Training

Before any meeting or training commences the chair person or trainer must ensure that they read out to everyone the statement below.

Read This Statement Out

### At The Beginning of All Meetings / Training

There is a location plan of the exits and the assembly points situated on the doors of this room, familiarise yourself with it. **All visitors report to Assembly Point G.**

### Fire Action

#### ! On discovering a fire you must:

- Raise the alarm immediately by breaking the glass in the nearest call point.
- Extinguish the fire using equipment provided, if possible and safe to do so.
- Call the Fire and Rescue Service, Landline - (9)999 or Mobile - 999.
- Evacuate the building by the shortest, safest route.
- Report to Assembly Point H (Incident Control) and advise the Incident Controller of the location and details of the fire.
- Report to your designated Assembly Point for roll call.
- Remain at the assembly point until authorised to leave.

#### ! On hearing the fire alarm you must:

- Evacuate the building by the shortest, safest route. (Escort your visitors to Assembly Point G).
- Report to your designated Assembly Point for roll call.
- Remain at the assembly point until authorised to leave.

### Remember:

! Close all doors where possible but do not delay the evacuation.

! Your safety is our first concern.



DO NOT take risks.



DO NOT stop to collect personal belongings.



DO NOT re-enter the building for any reason until authorised to do so.

## Appendix C – NWBC Council House Cleaning Specification

### Weekly

#### Office Space

- ☐ Clean off all desks in the area.
- ☐ Clean the tops of all tambour units and any other cabinets within the area.
- ☐ Remove any rubbish found.
- ☐ Vacuum ALL carpeted areas (before 08:00 or after 17:00)
- ☐ Restock the cleaning carousel (self-service wipes to clean desk/phone between users.
- o WCC to provide stock

#### Meeting rooms

- ☐ Clean all furniture, sills and fittings.
- ☐ Clean the water machines.
- ☐ Clean glass panels in doors both sides.
- ☐ Vacuum all carpeted areas paying attention to edges and under furniture.

#### Kitchen

- ☐ Clean the worktops, surrounds, sills, draining board, sink and taps.
- ☐ Clean all cupboard fronts.
- ☐ Vacuum hard floor paying attention to edges and behind doors.
- ☐ Wet mop hard floor.
- ☐ Clean and reline bin.

#### Break out Area

- ☐ Clean all furniture.
- ☐ Vacuum the hard floor.
- ☐ Vacuum all upholstered chairs (as required).
- ☐ Wet mop the hard floor.

#### Miscellaneous areas

- ☐ Vacuum ALL chairs and dust bases
- o clean a section each day to cover whole area by end of week
- ☐ Wipe all sills and ledges
- o clean a section each day to cover whole area by end of week

#### Monthly all areas.

- ☐ Dust all window blinds
- o clean a section each week to cover the entire area by end of month
- ☐ Clean all glass to meeting rooms both sides
- o clean a section each week to cover entire area by end of month

## Appendix D – Compliant Mail Guide

In order to achieve the best possible service for your mail, please use the following formatting rules:

- Do not handwrite addresses: use printed addresses – using Arial 10-12
- Left align all of address (Do not centre align addresses)
- Ensure all of the address is correct (To check addresses are correct use either address or postcode finder <http://www.royalmail.com/postcode-finder>)

- Do not add too much information, e.g. West Midlands/Warwickshire/Staffs is not needed. If in doubt use the same layout as Royal Mail shows on their website (Postcode/Address finder)
- Ensure that the postcode is the only information shown on the final line of the address.
- Ensure that the entire address is within the envelope window (and when the envelope is tapped the entire address remains visible).
- If using a printed label on your envelopes, ensure they are stuck on in the correct position (as a guide think where the window on an envelope would be)
- Ensure the NWBC return address is on the rear flap of the envelope.
- Always use C'5 envelopes wherever possible, anything 5 pages or less should be put into a C'5 envelope.

Example of complaint C'5 envelope  
reverse



NWBC Return address on

