

The Old Clink

A - Z User Guide

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Key contact list

Facilities Hotline – Shire Hall 4123 (01926 414123)

Caretakers (Shire Hall) – Shire Hall 2493

Caretakers, mobile contact no. – 07771 552219

Caretakers, emergency contact no. – 07771 552220

County Caterers – Shire Hall 2133 (01926 412133)

Emergency Services – (9)999

Facilities Support Manager – Shire Hall 6331

Information Governance – Saltisford 3045 (includes advice for managing Data Protection requests for personal information)

ICT Helpdesk – Shire Hall 4141

Problems with Proximity Cards (Facilities Hotline) – Shire Hall 4123

Records Management – Wedgnock House 8585

Shire Hall Meet & Greet – Shire Hall 2107

Address

The postal and delivery address of The Old Clink is as follows:

The Old Clink
The Holloway
off Market Square
Warwickshire County Council
CV34 4SJ

Building management

The building is managed as a corporate resource by Resources Group.

Car parking

Please note, there is a county wide WCC car parking review currently in process. This may or may not affect if and how car parking is provided to WCC staff. Until this review is completed the notes below are effective.

All staff based at The Old Clink can use Barrack Street, Cape Road and Saltisford car parks and the Church on the Birmingham Road (limited opening times between 7am and 6pm apply to the church).

Spaces are used on a first come first served basis. All colleagues parking in a WCC car park must park considerately (not on double yellow lines or yellow hatched boxes) and display their WCC permit at all times. Failure to do so may result in cars being clamped, and continued non-compliance with parking rules will result in the revocation of car parking permits. Should any member of staff witness inconsiderate parking or abuse of the system please report this to Facilities Hotline.

If you do not have a car park permit but would like one please contact the HR Service Centre via email using “Car Park Permits” or Facilities Hotline.

At all WCC car parks, any spaces reserved are clearly marked; these are spaces for drivers with disabilities, Business Unit Managers (formerly Heads of Service), Duty Teams, and car sharers which are reserved until 10am. All other spaces are available for general use.

Visitor car parking is discouraged. The nearest pay and display parking for visitors is at the multi-storey car park in Linen Street (Postcode CV34 4DT). If visitor parking is essential please follow the instructions on the Intranet for a Visitor Parking Permit. Please note: your Business Unit Manager must authorise this request.

There are designated motorcycle parking spaces on Deck F of Barrack Street car park.

For cycling provision please see below.

Caretaking

The site is covered by caretakers from 7.00 am to 6.30 pm.

Cleaning

Cleaning is carried out to all areas to standard Cleaning Specifications. Cleaning arrangements to certain specific areas are detailed within this document. If you identify an issue please contact Facilities Hotline.

Cycling provision

For colleagues cycling to work, a dedicated, secure cycle park/shelter is located on Deck F of Barrack Street car park. Entrance to the park is by use of 'Corkey' if you don't have a Corkey but would like to use the park please contact Facilities Hotline. Showers are available in Shire Hall (first floor in 58 Block).

Defects and maintenance reporting

Please report building maintenance issues to Facilities Hotline. It is important that all defects and maintenance issues are reported to enable them to be resolved at the earliest opportunity.

Disabled access

The building is not fully accessible for people with disabilities and access to the building will have to be managed (for advice, please contact your Group Health & Safety Officer or Facilities Hotline). Once inside, ground floor office areas, the kitchen and a compliant toilet are accessible.

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 using Assessrite.

Electrical equipment

Any piece of electrical equipment must be tested before use in accordance with WCC Electrical Testing Policy.

Fire precautions

There is one fire exit to the building, this is the front door. It is clearly signed with the green running man logo. In an emergency situation, if the fire alarm sounds, the lock to the inner lobby door is overridden to allow free egress from the building.

The fire alarms are tested every Tuesday morning. In the event that alarms sound at any other time (or for longer than 10 seconds on a Tuesday morning), please follow standard evacuation procedures and head via the fire exit route to the fire assembly point, outside The Rose and Crown Public House.

It is your responsibility to ensure you know the evacuation procedure. 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.

It is essential that the first floor landing and ground floor lobby areas are kept clear and tidy at all times. Do not allow deliveries etc. to remain in either of these spaces and recycling bins should be emptied regularly.

Two Fire Wardens are appointed for the building they can be contacted locally.

Personal Emergency Evacuation Plans (PEEP's) are available for members of staff and visitors with disabilities through Facilities Hotline but advanced notice is required.

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

First aid

First aid notices are displayed around the building providing contact telephone numbers for access to First Aid. The primary numbers are for Meet & Greet on Shire Hall 2107 or 6877.

Furniture

Careful consideration has been given to the design and internal layout of the building to ensure they are well co-ordinated, ergonomically suitable and meet health and safety requirements.

Should there be a need for non-standard furniture for health reasons any request should proceed through the individuals Line Manager who will involve the Group Health and Safety Officer and Facilities Support. Any request must be supported by medical evidence.

ID badges and proximity cards

All ID badges for staff working in The Old Clink are also 'proximity' cards. You will need to use your ID badge to get into the building. The front door is unlocked by the caretaker at 7.00 am, after this time, hold your ID badge in front of the grey box to the right of the inner door, this will release the lock and pushing the door allows entry. To exit, push the green button to the left of the inner door and pull the door.

ID badges also allow staff to use the Multi Function Device (MFD). Appropriate training will be given in the use of MFD's.

Kitchen facilities

General

The kitchen has been provided with the following facilities for everyone to use:

- Kettle
- Fridge
- Cups, plates, cutlery
- Dishwasher
- Dishwasher tablets
- Microwave
- Cooker hob

The dishwasher is provided for everyday use. You will need to make appropriate arrangements for the dishwasher to be loaded, switched on and unloaded throughout the day with the colleagues based in the building.

If the dishwasher is not used as stated above it will be removed.

Cleaning

Cleaners will clean clear work surfaces, sinks, cupboard doors and the exterior of fridges and dishwashers. **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.

Arrangements for providing and washing tea towels will need to be made amongst your selves.

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.

Meeting rooms

The Old Clink has one meeting room which seats 10 people and is located on the ground floor. This can be booked locally.

Meeting Rooms within Barrack Street, Saltisford and Shire Hall are available for booking through Lotus Notes diary system.

If you require refreshments for meetings including biscuits, snacks and lunch, you will need to arrange this yourself directly via County Caterers.

You must ensure that rooms are left clean and tidy when you leave.

Office opening hours

The office will be opened and alarms switched off at 7.00 am each working day for staff and will be closed to staff at 6.30 pm. Please therefore ensure you leave the building by 6.30 pm each day.

It is possible to request the building to be open beyond normal working hours for special cases such as audits or late meetings. Please contact Facilities Hotline to arrange.

Emergency access to site outside of normal opening hours can be made through the Caretakers emergency contact number. A call-out payment will be charged.

Office plans

A plan showing the layout of the offices is 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

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 as this helps to 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, ready for the next user and to maintain a clear and uncluttered working environment.

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 / voice mail 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.

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.

Be circumspect about where you hold personal or confidential conversations, they may not be appropriate for open or shared spaces.

Food

Hot food should only be consumed in the kitchen/breakout areas to avoid odours spreading around the office space. Other food may be consumed at the desk but you must ensure the desk, and any equipment on it, is left clean and tidy ready for the next user.

Music

If you find you are becoming distracted by the open office environment you may listen to music through headphones but this must be at a level that allows you and others to continue to work effectively e.g. no sound leakage, able to hear team telephones ringing to be able to answer them and able to hear team members and others talking to you.

Tambour units

There is a clear tambour policy in place. Please do not use the tops of tambours as extra storage.

Phone numbers

Hotdesk facilities have been installed on the network for use with the phones at The Old Clink, they 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.

Please see Appendix B for the Berkshire 200 User Guide, the standard provided phone. It is possible for teams to vary the ringer pitch to more easily identify team phones.

Postal delivery and collection

Post is to be collected from and delivered to the Shire Hall Post Room unless an alternative local arrangement is made and agreed. If using a courier please ensure the correct postal address and the operating times for the building are given.

Please report any suspicious packages to your manager or Facilities Hotline.

Printers/copiers

There is one Multi Function Device (MFD) provided for the building located in the ground floor front, right-hand office. This can provide printing, copying and scanning facilities and should be used for the majority of printing needs. In addition there is a desktop printer located in the front, left-hand office on the first floor (see location plan at Appendix A).

There is no set up required on your pc or laptop to enable you to use the MFD however for the desktop printer there is. To do this, click the Start menu, choose Settings, then Printers and Faxes and right click on the printer you want as your default and click on Set as Default. If not already selected please also ensure that you amend your printer setting to print double-sided (duplex) and mono by default. This will help reduce the amount of paper used and printing costs incurred by the council.

Public transport

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

Reception

For The Old Clink, reception is Shire Hall Meet & Greet. All visitors and contractors must announce themselves and sign in at Meet & Greet. Meet & Greet opening hours are 8.00 am to 5.30 pm Monday to Thursday, 8.00 am to 5.00 pm on Fridays and 9.00 am to 4.30 pm on Saturday.

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 covering 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.

Recycling

General recycling

Glass (e.g. coffee jars), tins (e.g. drinks cans) and plastic bottles (e.g. milk bottles) can be recycled in the identified containers in the kitchen. Please do not put plastic wrapping in the recycling bins as they cannot be recycled under the WCC office scheme.

Paper

There is a paper recycling bin to each floor in the lobby area.

Cardboard

Cardboard can be recycled on site. If you have a box that needs recycling, please flatten it and put it behind the paper recycling bins.

Refreshments/catering

County Caterers also provide buffets for meetings/conferences on site. These buffets are delivered between 12.00 pm and 12.30 pm; a guaranteed time cannot be given for delivery. For details of buffets and associated costs please contact County Caterers direct.

It should be noted that WCC Catering Service has sole rights to provide a catering service to WCC Services. No other catering service should be employed.

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.

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 you must 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, which 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 and the unit locked. 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 Disposal of Confidential Waste Procedure.

Please be alert 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 Facilities Hotline immediately. They will investigate and contact the relevant team for immediate attention.

Please ensure no-one 'tailgates' you when you enter the building (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 Shire Hall Meet & Greet.

Personal belongings should be kept out of sight wherever possible.

Smoking

Smoking is not permitted in the building or outside the building within 5 metres of any door or window. Please see the Smoke Free Workplace Policy on the Intranet.

Please ensure cigarette waste is disposed of appropriately and not left on the floor.

Toilet facilities

There is a female toilet to the first floor and a unisex disability compliant toilet to the ground floor.

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

Touchdown station

A touchdown station can be found in the entrance lobby on the ground floor. It is available for short-term use (max. 2-3 hours) by staff and visitors to the building. There is a network and power point available to connect to the WCC network using a laptop, but no telephone.

Please ensure this workstation is left clean and tidy after use, ready for the next user.

Visitors

When inviting visitors, please ensure you ask them to report to Shire Hall Meet & Greet. Visitor parking on WCC car parks is discouraged so please ensure you notify visitors of this when inviting them. The nearest pay and display parking for visitors is Linen Street multi-storey car park (Postcode CV34 4DT).

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

Waste

Any waste that cannot be recycled through any of the means previously described should be placed in one of the general bins located in the kitchen.

For confidential waste please see Security section above.

Water and cups

Drinking water is provided at the kitchen sink. Everyone should try and use their own glass/mug for drinking water rather than using plastic ones – this is better for the environment.

Working environment

The heating system is controlled automatically, if there is an issue / problem contact Facilities Hotline

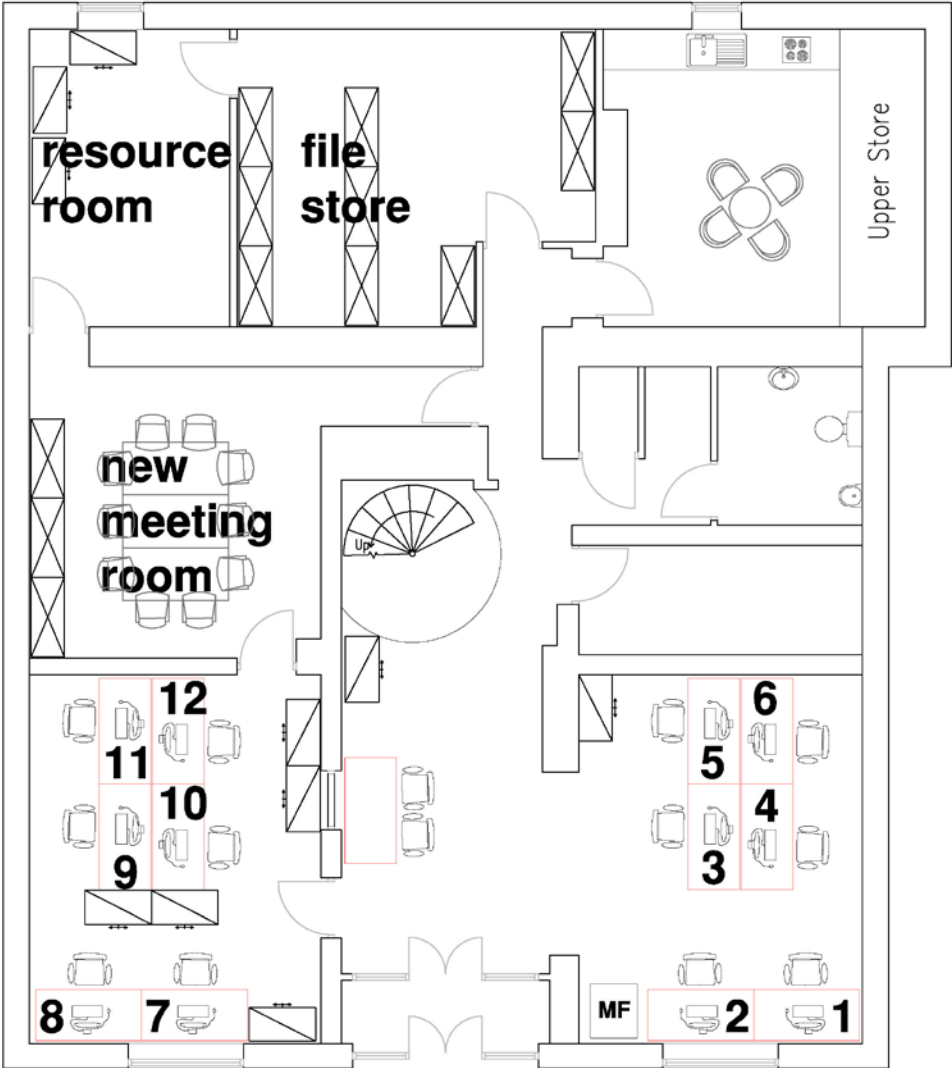
Fire doors and final exit doors must not be propped open in an attempt to increase ventilation. This will render these fire precautions useless.

Please ensure that all lights are turned off at the end of the day and if a room is going to be empty for some time.

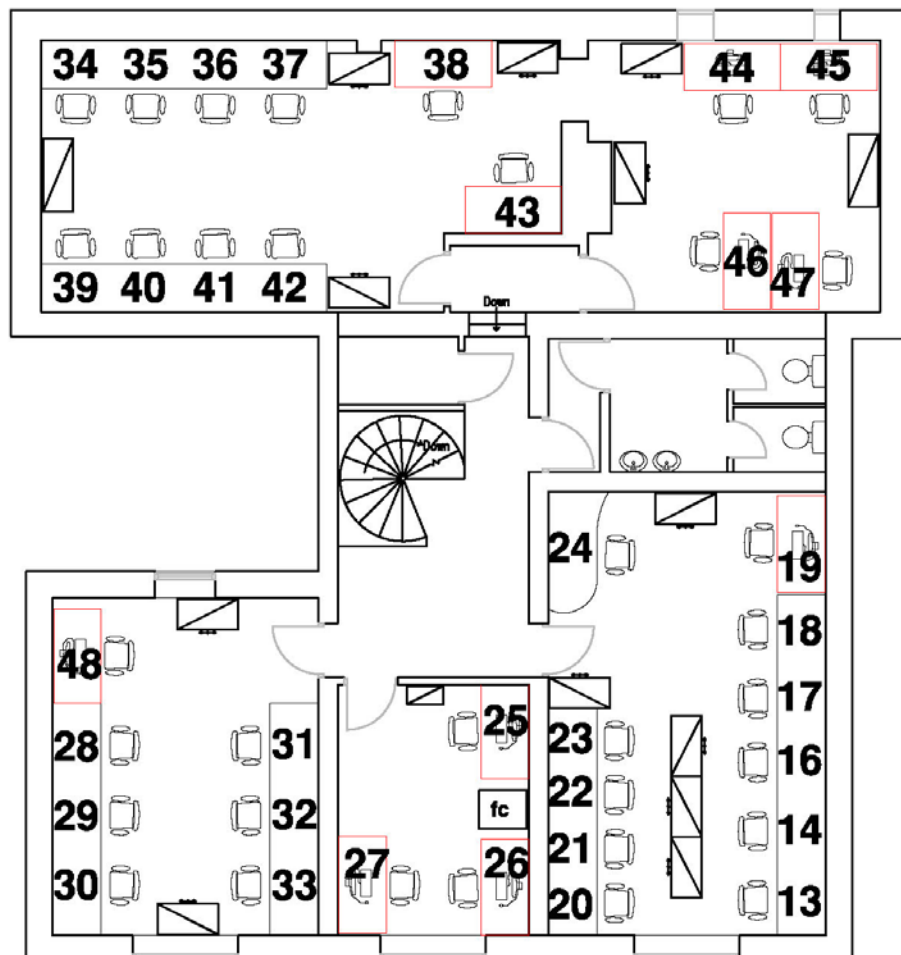
All windows and the roof lights to the first floor must be securely closed at the end of the day for security purposes and to ensure rain does not enter the building.

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Appendix A – The Old Clink Layout Plans



Building 1
"The Old Clink"
Ground Floor



Building 1
 "The Old Clink"
 First Floor

Appendix B – User Guide for Berkshire 200 Phone

Using your Berkshire 200 with the handset

Receiving calls

Incoming calls will be announced by the audible ringer and flashing LED. To answer the call, simply lift the handset.

Adjusting your ringer volume

The ringer volume is controlled by a three-position switch located at the **rear** of the telephone and indicated by the word 'RINGER'. Moving through the settings from left to right they are HIGH, MID and LOW.

Adjusting your ringer pitch

The ringer pitch control is also a three-position switch located at the rear of the telephone and indicated by the words 'RINGER PITCH'. Settings from left to right are HIGH, MID and LOW.



Making a call via handset

- Pick up the handset and listen for dial tone.
- Dial the required telephone number. (Note: making external calls from a company exchange requires the number to be prefixed by an access digit, '9')

Using your Berkshire 200 with a headset

Connecting the headset

To connect the headset, insert the plug on the headset cord into the socket marked HEADSET on the left hand side of the telephone. Please not headsets used with this telephone must comply with the standard EN60950.

Receiving calls

When your telephone rings, the default path for the call is to the handset. To receive it on the headset, press the HEADSET button once the call is switched to the headset. This action will be confirmed by LED indication within the headset button. At the end of the call, press the HEADSET button a second time to turn the headset off.

Making calls

Press the HEADSET button to turn the headset on and dial as normal. When you have finished the call, press HEADSET to turn the headset off.

Adjusting the volume

You can adjust the volume to the headset, by moving the sliding switch on the right hand side of the telephone.

Transferring calls

From handset to headset

If you have taken a call on the handset and wish to transfer it to your headset, press HEADSET and replace the handset.

From headset to handset

If you wish to transfer a call from your headset to the handset, simply pick up the handset. This action will switch off the headset.

Features and facilities

Transfer key (recall)

Berkshire 200 telephones are provided with a Transfer key, required by modern public and private exchanges in order to gain access to various features such as 'transferring a call'. For this, the two-position selector switch at the rear of the telephone must be set to the 'T' (Time Break Recall) or 'E' (Earth Leg Recall) position, to suit your system requirements.

Redial key

If you wish to redial the last number you dialled, you can do so by lifting the handset and pressing the REDIAL button.

Mute key

The microphone in the handset / headset can be turned off (mute) in order for you to refer to a colleague without your caller hearing you.

- Pressing the MUTE button turns off the microphone and gives visual LED indication within the mute button.
- Pressing the MUTE button again turns the microphone back on and the LED is turned off.

Help

If the telephone appears to be faulty when first connected, a few simple checks may help to identify some possible problems as listed below:

No dial tone

- Check that the telephone plug is fully inserted in the socket.
- If it is, try connecting the telephone into another socket, if available. If dial tone is now heard, the original socket is faulty.
- Alternatively, try connecting another telephone into your socket. If this telephone gives dial tone, then your new telephone is probably faulty.

Operations seem satisfactory except the transfer button

- Change the recall selector switch setting (TIE). If the transfer operation is now satisfactory, the problem is resolved.