

**Your guide to
returning to work in
our buildings**

Your health and wellbeing is our number one priority

And we will take all precautions necessary to keep you safe at work.

We expect that the large majority of council staff will continue to work from home until at least September 2020. This will enable us to maintain the strict social distancing measures required to keep our buildings as safe as possible for the small percentage of you who return to work in them.

We've done lots of work to substantially and sustainably reduce the risk of Covid-19 transmission in our buildings – following Government guidance, alongside our own assessments and inspections.

This means that our buildings look a bit different, and that those of you returning to work in our buildings will need to use them in new and different ways to help keep everyone safe.

This guide explains more about what has changed in our buildings, what you can do to prepare to return to work and how you'll need to use our buildings differently when you get there.

Capacity in our buildings will be drastically reduced.

For example, before the pandemic around 2,200 people worked in 5PS each day.

Now 5PS can accommodate an absolute maximum of 645 people.

You can find a series of FAQs on returning to work in our buildings here on essentials. [Create page](#)

Contents

1. Government and NHS guidance on self-isolation
2. If you develop Covid-19 symptoms, you must get a test
3. Who will return to work in our buildings?
4. Preparing to return to work in our buildings
5. How we've made our buildings Covid secure
6. Public areas and reception points
7. Things you'll need to do differently at work
8. Travelling to and at work
9. Personal Protective Equipment (PPE)
10. Face coverings
11. Reporting issues and concerns
12. Looking after each other

Government and NHS guidance on self-isolation

If you, or anyone in your household, develops Covid-19 symptoms, or if you are contacted by the Government's Test and Trace service, you must begin self-isolating at home immediately.

- If you develop Covid-19 symptoms self-isolate for **seven days** and book a test
- If a member of your household develops Covid-19 symptoms self-isolate for **14 days**
- If you are contacted by the Government's Test and Trace service because you have been in close contact (within 2 metres for more than 15 minutes) of someone who has tested positive for Covid-19 you will need to self-isolate for **14 days** from your last contact with the person who tested positive.

You must inform your line manager that you are self-isolating so that they can update our Oracle HR system. If you are contacted by the Test and Trace service, you must also send the message you receive to your line manager.

If you are well enough, please speak to your line manager to agree what work could be done from home.

If you aren't well enough, or if you work in a frontline service and are unable to work from home you will receive full pay. Self-isolation does not count as sickness and will not trigger points under our absence management policy.

If you develop Covid-19 symptoms, you must get a test

Testing is most effective within the first three days of a person experiencing symptoms.

The main symptoms of Covid-19 are

- **high temperature** – you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

To book a test

To book a test, go to the [national Covid-19 testing website](#) or phone 119. Please also notify your line manager who needs to update the [Oracle HR system](#) as soon as possible and notify covid-19queries@camden.gov.uk with the outcome of the test.

If you are having difficulty booking a test, either for yourself or a member of your household with symptoms, please email covid-19queries@camden.gov.uk as soon as possible with your phone number. Our HR team have special access to test slots and can apply for one on your behalf. This inbox is monitored throughout the week including at weekends.

If you have any questions about Covid-19 testing, please contact covid-19queries@camden.gov.uk.

If you have any questions about Covid-19 testing please contact covid-19queries@camden.gov.uk

Who will return to work in our buildings?

We have been doing lots of work to assess the needs and requirements of each of our services, alongside looking at people's individual needs and circumstances – to enable us to prioritise who may need to come back to work in our buildings.

CMT, in discussion with Directorate Management Teams (DMTs) are continuing to make collective decisions on this – and the small percentage of services who will be asked to return to work, in a phased way over an extended period of time, will be contacted by their Head of Service.

None of our buildings will re-open until a full risk assessment is completed

No services will be able to return to work in our buildings until a full risk assessment is completed and approved by the relevant DMT

Line managers must complete individual risk assessments for any staff at increased risk of Covid-19

You can find more information on our Covid-19 risk assessment process on [essentials](#).

Preparing to return to work in our buildings

Your experience of working in our buildings is going to be very different to before.

You'll need to keep a safe distance from your colleagues at all times, sit at the same desk each time you're in the office, use communal areas differently, avoid using meeting rooms wherever possible and remain on the floor you're working and avoid travelling around the building unless absolutely necessary.

Pages 11 to 22 explain more about how you'll need to use our buildings differently.

You'll also need to plan your journey to and from work carefully. Government guidance remains that you should not use public transport unless absolutely necessary.

You can find more guidance on travelling to work on pages 23 to 27.

Don't forget to bring your ID badge, laptop, agile kit and locker key with you to work

If you do forget an item of your agile kit please contact our agile support team on ext: 8859

How we've made our buildings Covid secure

None of our buildings will be able to re-open until a full risk assessment is in place.

We've put a robust set of measures in place to make our buildings Covid secure – to help keep the small percentage of staff who will return to work in them as safe as possible. This includes:



Redesigning desk layouts and seating arrangements



Changing lift settings to allow a maximum of two people to use them at any time



Changing the way we use kitchens and communal areas



We have done a deep clean of our buildings during lockdown and are introducing extra cleaning rounds across all of our buildings, including wiping down high touch points like door handles etc.

In our public areas and reception points we have also introduced:



Sneeze screens at reception points



Hand sanitiser stations



Floor signage to help people to queue safely

We are asking our residents to phone us or use our online services wherever possible...

For everyone's safety we are currently providing fewer services face-to-face – and we are asking our residents to phone us or use our online services wherever possible.

We are maintaining 2 metre social distancing rules across our buildings – to uphold the best possible safety standards for the small percentage of staff working in our buildings, and for our residents who need to visit them too.

You can help us to spread the word to our residents by:

- encouraging people to consider whether they really need to come into our buildings and encouraging them to phone us or use our online services wherever possible
- consider the messages you are sending out to residents in letters/emails etc. as well as what you are saying to people verbally. Remember to be explicit in reminding people that they should not come into our buildings unless they really need to (for example, people should post or email documents rather than bring them into 5PS).

If members of the public do need to come in to our buildings, they are being asked:

- not bring other people with them wherever possible
- not to wait around in the face-to-face area in 5PS.

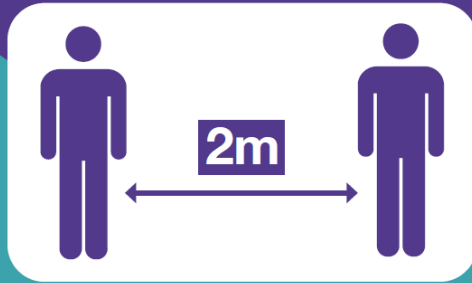
We will always support people who drop-in to our buildings in emergency situations, who are unable to access our services online or over the phone, and those people who are vulnerable.

In all other situations, access to services is by phone or appointment-only if face to face is required.

Things you'll need to do differently when working in one of our buildings

For everyone's safety

We have introduced social distancing measures across this building



Keep 2 metres apart



Please use the hand sanitiser provided when entering

For everyone's safety, we have introduced social distancing measures across our buildings.

This means that anyone working in our buildings will need to use them in new and different ways.

You will need to sit at the same desk each time you work from our buildings, and avoid travelling around the building – remaining on the floor you're working, and using the kitchens and toilets there, wherever possible.

Entering the building and getting to your desk



When entering please keep moving and remember to keep 2 metres apart from your colleagues.

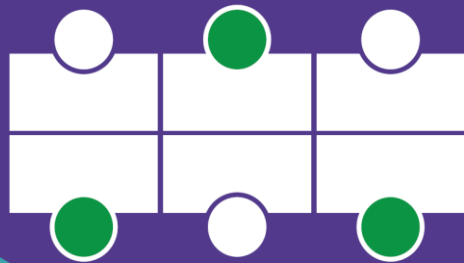


Lifts have been reprogrammed to allow a maximum of two people to use them at a time. You must swipe in to use the lifts in 5PS. We're encouraging anyone who can to use the stairs – and when doing so, keep left and keep moving.

If you are working in 5PS you must enter the building via the Pancras Square entrance.

Desks

The green dots show where you can sit at this bank of desks



 Camden

You will not be able to sit directly next to or opposite anyone. Signs are provided on each bank of desks to show how you should position yourselves.

**Remember -
clean
your desk
before you
leave.**



You can find desk wipes in the stationery hub

 Camden

Remember to clean your desk before you leave. Desk wipes are available throughout our buildings. If you need additional wipes call ext: 8859 or email

5psagilesupportteam@camden.gov.uk

**You will need to sit at the same desk each time you work in our buildings.
Your line manager will let you know which desk has been allocated to you.**

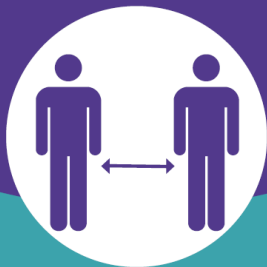
Meetings

It is crucial that all meetings – including interviews – continue to be held virtually, even if you are working in the same building as those attending the meeting.

For everyone's safety



A maximum of 2 people can use this room at one time



Keep 2 metres apart



If you use any equipment, please clean it before you leave

Wherever possible all meetings should be held virtually



In exceptional circumstances, where face-to-face meetings are needed, you will find information on the maximum number of people allowed in each meeting room to allow you to maintain social distancing.

You must not invite external guests into our buildings for meetings.

Cleaning wipes and/or sprays are available in all meeting rooms.

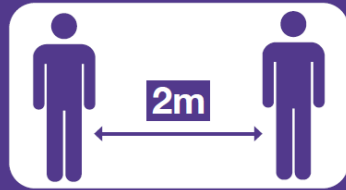
You must clean all desks and equipment in meeting rooms before and after you use it.

Interviews

We are currently only recruiting in exceptional circumstances. All interviews must be held virtually. If you need support with this email businesssupporthelpdesk@camden.gov.uk

Kitchens

For everyone's safety



Keep 2 metres apart



Do not put out any food to share with your colleagues



Any food stored in the fridge or food cupboard must be in a sealed container



Always use the dishwasher for all crockery, cutlery and glasses



Tea, coffee and fresh milk will continue to be provided across our buildings, along with crockery, cutlery and glasses.

When you are finished using your crockery, cutlery or glasses you must use the dishwasher. Do not hand wash any items. Please do not empty dishwashers.

Any food stored in the fridge or food cupboards must be in a sealed container. We are continuing to empty fridges every Friday.

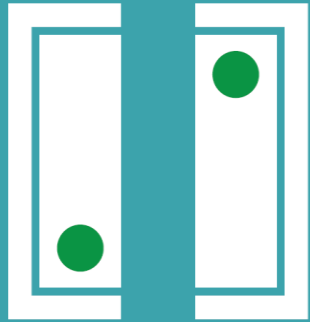
You must not put any items of food or drink out to share with your colleagues anywhere in the building.

Communal areas and cafe

For everyone's safety

One person
can sit on each
sofa at a time

You must sit at
alternate ends



You will not be able to sit directly next to or opposite anyone in our communal spaces.

Signs have been provided to show how you should position yourselves.

Both cafes in 5PS (ground floor and floor two) are currently closed.

Toilets

For everyone's safety



Please remember to keep a safe distance from your colleagues

This means you may need to wait to enter



To keep a safe distance from your colleagues, you may need to wait to enter the toilets.

Remember to wash your hands more often for 20 seconds



Please remember to wash your hands more often and for 20 seconds.

Printers and stationery hubs

For everyone's safety



Only print if you really need to

Keep 2 metres apart

Wash your hands after using the printer

 Camden

Only print if you really need to – and remember to keep 2 metres apart when you're in a printing area / stationery hub.

Cleaning wipes and/or sprays are available next to all printers and stationery hubs.

You must clean any equipment before and after you use it – and remember to wash your hands before and after use too.

In an emergency

In the event of a fire you have a duty to get yourself out of the building.

If you need assistance evacuating the building, please raise this with your line manager before you return to make sure your Personal Emergency Evacuation Plan (PEEP) is updated.

First Aid kits are available in all of our buildings.

Please take a look at the emergency information posters in your building to find out what the emergency arrangements are there.

IT support

Please continue to call the IT service desk on ext: 4321 if you need IT support.

The IT hub on floor six of 5PS will remain closed at the moment.

We are arranging socially distanced face-to-face appointments for staff if absolutely. You can arrange these via the IT service desk.

Mail and deliveries

Wherever possible you should use our online platform MailSmart to send letters.

[Find out more about MailSmart here.](#)

Physical mail will continue to be delivered to and collected from our council buildings.

If you need to arrange for items to be delivered to 5PS, please [contact the Loading Bay.](#)

Lockers

If you lose or forget your locker key, please follow the instructions below:

- **If you are based in 5PS**
Contact our agile support team on 5psagilesupportteam@camden.gov.uk or ext: 8859
- **If you are based in Crowndale or Vadnie Bish House**
Email BSS.Crowndale@camden.gov.uk
- **If you are based in any other Camden building**
Please use your usual local arrangements.

When requesting a replacement key, please state the building, floor, locker bay location and the key number. The key number usually begins with 'AB' followed by three numbers. This is printed on the lock stub.

Travelling to and at work

Wherever possible you should try to avoid public transport and walk or cycle. However, we recognise that this isn't possible for everyone.

As part of the service and individual risk assessments that need to be completed before you return to work in our buildings, your Head of Service or line manager will be talking to you about safe travel arrangements and options.

Over the next few pages you'll find more information on:

- If you need to use public transport
- Walking
- Cycling
- Driving.

Safer travel guidance for passengers is available [on the gov.uk website](#).

If you need to use public transport follow government guidance



Plan ahead and use a
direct route



Travel off-peak if you
can



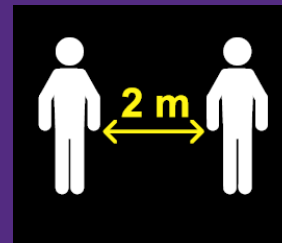
Wash or sanitise your
hands before your
journey



Wear a face covering
(these are now
mandatory on public
transport)



Use contactless
payment where
possible



Maintain 2 metre
distance where
possible

Walking

We want to make it easier and safer for you to walk and cycle locally, while maintaining social distancing.

Some of the steps we are taking include widening pavements and making some roads traffic free. More information, including the changes that have already been made, are set out on the [Making Travel Safer in Camden](#) pages of our website.

Below are some useful links to help you plan your walking route:

- [walkit.com](https://www.walkit.com) helps you to plan your route and work out how many calories you're burning
- TfL's new [legible London scheme](#) helps you find your way with clear and intuitive mapping.

Cycling

If you want to cycle to work, or while you're at work, but don't have access to a bike you could use:

Cycle to work scheme

Offers a long-term loan of bikes, along with associated equipment, completely tax-free.

[Find out more here](#)

TfL cycle hire

Bikes can be hired from the hire stations across central London, and cover the borough south of Camden Town. The website gives coverage and details of how to set up an account, and users taking out a membership are provided with an electronic key to access bikes. Bikes can also be hired using a credit/debit card on a casual basis by using the terminal at each hire station. All bikes have to be returned to a Santander Bikes station at the end of each trip.

[Find out more here.](#)

Dockless bikes

[Jump bikes](#) (red) are owned by Uber and can be hired through the Uber app (iPhone) or Jump or Uber App (Android). [Lime](#) bikes (green and yellow) can be hired via the Lime app on iPhone and Android.

Pool bikes

We have five pool bikes available for work use (not commuting). You will need a safety assessment before you are able to book a bike, however due to the current situation assessments are not available at the moment. To find out more please contact Richard Riddle or Andreas Goldner. If you have already had an assessment you can hire a pool bike by contacting

5psagilesupportteam@camden.gov.uk

If you hire a bike to cycle to an appointment during work time you can claim for your travel expenses.

All council buildings we are re-opening have shower facilities and bike storage nearby.

[Visit our website](#) for more information on cycling in Camden.

Driving

We want to encourage as many of you as possible to walk or cycle to work, and to travel around the borough as required. However we know that some of our staff delivering critical services will have an essential need to park your vehicle in the borough – and we are currently providing parking permits for council colleagues and other critical workers across the borough.

If you need to request a permit, [please complete this form](#).

Our Parking Team colleagues will review your request and respond within two working days. If your request is approved you will receive an email outlining where you can park in the borough.

Personal Protective Equipment (PPE)

We are committed to ensuring that any staff who need PPE to do their jobs safely get it.

We must make sure that our supply of PPE is prioritised for those staff working out in the community and delivering frontline services to our residents.

The service and individual risk assessments that need to be completed before anyone is able to return to work in our buildings will identify where PPE is required.

[More detailed guidance on PPE can be found here](#)

Face coverings are not the same as face masks

Face coverings

Should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or a bandana tied behind your head.

Face masks

Are medical grade Personal Protective Equipment (PPE). Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers.

Wearing a face covering at work is optional and is not required by law

If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and after taking them off.

Face coverings are now mandatory on public transport

If you are struggling to get hold of one, are unable to make your own and need to use public transport to get to work please email EmergencyManagement@camden.gov.uk

You can make your own face covering at home

There are [written instructions on how to do this on the .gov.uk website](#).

There are lots of DIY videos available online too – like [this one showing you how to make a face covering out of a sock](#); or [this one showing you how to make a face covering from a bandana and hair ties](#).

Reporting issues and concerns

We have done lots of work to make our buildings as safe as possible for everyone who needs to work in or visit them.

However, if you need to report any issues or raise any concerns about the safety of our buildings, or if you are having other issues, please use the contact information below.

Building issues	First aid	Accident/incident reporting	Health and safety advice	HR advice	Security	IT support
020 7974 1110 repairs.helpdesk@camden.gov.uk	020 7974 3472	020 7974 6655 Option 2 then Option 1	20 7974 6655 Option 2 then Option 3 CorporateHealthandSafety@camden.gov.uk	020 7974 6655	020 7974 3472	Call the IT helpdesk on ext: 4321

The IT hub on floor 6 in 5PS is currently closed. Please continue to call the helpdesk, and if needed, appointments will be made for face-to-face support as required.

Looking after each other

Looking after each other and doing all we can to support our wellbeing has never been more important.

That's why we've developed our bespoke '[Looking after each other during Covid-19](#)' campaign – with a wide range of tips, tools and resources to help you look after yourselves and each other over the coming weeks and months.

Your health is our number one priority and we will do all we can to keep you safe.

Click on each of the icons below to discover what support is available to you during this time...



[Carers](#)



[Physical](#)



[LGBT+](#)



[Mental](#)



[Bereavement](#)



[Childcare and home schooling](#)



[Social](#)



[Teams](#)



[Financial](#)