

**Your guide to
working in our
buildings**

We are opening up our buildings to more staff over the coming weeks and months...

Government have now confirmed that on Monday 19 July the country will progress to step four of the roadmap for easing COVID-19 restrictions – and therefore over the coming weeks and months, more staff will begin to return to work in our buildings, in a phased and managed way.

From Monday 19 July and throughout August colleagues in priority two groups will slowly start to return to work in our buildings. You can find more information on priority groups and timescales on page 5.

Working in our buildings is likely to look different for every team, service and individual and your Head of Service/line manager will be in touch with you directly to explain more about what this means for you.

Your health and safety remains our priority and we will maintain a series of safety measures across all of our buildings – which go over and above Government guidance.

This means that our buildings look a bit different and we will all need to use them in new ways to keep everyone safe. This guide explains more about what has changed, some things to consider as you prepare and how you'll need to use our buildings to help keep everyone safe.

Because of these measures, and the cooperation of staff, we have experienced a very small number of COVID-19 workplace cases in our buildings (where a staff member tests positive after being in close contact in the workplace with a colleague who has tested positive). We want to continue to keep workplace cases as low as possible .

If you are unsure which priority group you are in, please speak to your line manager or Head of Service

Contents

- Page 4:** [COVID-19 testing and self-isolation guidance](#)
- Page 5:** [Priority groups and timescales](#)
- Page 6:** [How we're keeping you safe in our buildings](#)
- Page 7:** [Let's keep each other safe in our buildings](#)
- Page 8:** [Personal Protective Equipment \(PPE\)](#)
- Page 9:** [How to find and use your allocated desk](#)
- Page 10:** [Meetings and external visitors](#)
- Page 11:** [Returning to work in our buildings checklist](#)
- Page 12:** [IT support and mail/deliveries](#)
- Page 13:** [Travelling to and from work](#)
- Page 14:** [Cycling to work](#)
- Page 15:** [We want our buildings to be spaces for connection and collaboration](#)
- Page 16:** [Hybrid meeting equipment](#)
- Page 17:** [Pilot floors](#)
- Page 18:** [Reporting issues and concerns](#)
- Page 19:** [What to do in an emergency](#)
- Page 20:** [Connecting with our residents and communities](#)

COVID-19 testing and self-isolation

As we enter a new phase of the pandemic – and with COVID-19 cases rising across the country – continuing to follow guidance on COVID-19 testing and self-isolation is crucial.

If you develop COVID-19 symptoms

- Self-isolate and book a PCR test as soon as possible
- You need to get a test in the first eight days of having symptoms

If someone you live with, or someone in your childcare/support bubble has symptoms or tests

- Until 15th August, you must self-isolate for 10 days starting the day after the person tested positive and you should take a confirmatory PCR test. The test results do not alter the need to self-isolate.
- On 16 August, the rules on self-isolating as a contact will change for people who are fully vaccinated and for under 18s. Those not fully vaccinated will still need to isolate if they are contacts, and everyone will still have to isolate if they test positive, to protect themselves and others

If you receive a positive COVID-19 test result

- Continue to self-isolate. Your self-isolation period includes the day your symptoms started (or the day you had the test, if you do not have symptoms) and the next 10 full days
- If you get a positive lateral flow (rapid) test you must book a follow-up PCR test

If you're told to self-isolate by NHS Test and Trace

- If you are told to self-isolate by NHS Test and Trace, it is a legal requirement that you do so.
- From August 16th, NHS Test & Trace will be aware of your vaccination status and take this into account

If you receive a positive test result, or are self-isolating – even if you are well enough to work from home – you must inform

Self-isolation does not count as sickness and will not trigger absence points in our sickness policy

Priority groups and timescales

To keep our staff and communities safe we will maintain the 2-metre social distancing rule across all of our buildings until at least September. This means that capacity in our buildings remains drastically reduced.

With this in mind colleagues will return to work in our buildings in a phased and managed way as below...

Priority group	Criteria	When this group will begin to return to work in our buildings
Priority one	Our 'critical worker' teams who are currently working in our buildings – and have been throughout the pandemic.	Currently working in our buildings
Priority two	Teams who need to interact with our communities as part of their core work and genuinely cannot continue to work solely at home for any longer without impacting the quality of support we are able to provide.	From Monday 19 July and throughout August
Priority three	Teams that are not directly resident-facing / have adjusted the way they work with residents and are therefore able to continue to work from home for a little longer.	From September onwards

Returning to work is likely to look different for every team, service and individual

Your Head of service/line manager will be in touch directly to explain what this means for you – including when you can begin to start working in our buildings again.

Before the pandemic around 2,200 people worked in 5PS each day.

With social distancing in place **5PS can currently accommodate an absolute maximum of 722 people.**

How we're keeping you safe in our buildings

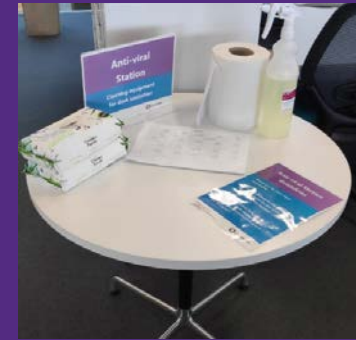
Your health and safety remains a priority. As we enter a new phase of the pandemic – and with COVID-19 cases rising across the country – to keep you and our communities safe we are maintaining the following safety measures across our buildings, which go over and above Government requirements...



Maintaining the 2-metre social distancing rule across all of our buildings



Providing hand sanitiser stations – at entrance/exit and across our buildings



Regularly restocking anti-viral wipes at key points across our buildings



Allocating desks to teams and maintaining desk seating arrangements



Restricting use of lifts and encouraging people to use the stairs where possible



Carrying out extra cleaning rounds – including extra cleaning of high touch points

Heads of Service must complete new/review existing service risk assessments, and line managers must complete individual risk assessments for all staff who are at increased risk from COVID-19. [Find out more.](#)

Let's keep each other safe in our buildings

Continuing to keep our buildings, your colleagues and our communities as safe as possible requires us all to work together. If you are working in our buildings we are asking you to...



Take a lateral flow (rapid) COVID-19 test twice a week. Pick up a test at 5PS/Crowndale reception, order online or go to a test centre. [Find out more on essentials.](#)



Continue to wash your hands more regularly and for at least 20 seconds.



Continue to wear a face covering in communal areas where social distancing is more difficult



Clean your desk when you arrive and before you leave. Anti-viral wipes are available – and restocked regularly – across our buildings. If you need more call ext: 8859



Sit in your team's allocated desk space. If you're unsure where this is, check with your line manager. There is currently no hot-desking in any of our buildings.



If you need to use public transport, try to travel to work at off-peak times where possible – to limit the number of people you come into contact with during your journey.

Personal Protective Equipment (PPE)

You don't need specialist PPE to work in our buildings. To help keep everyone safe we are encouraging you to wear a face covering in communal areas where social distancing is more difficult.

Heads of Service and line managers will need to complete new/review existing service risk assessments and individual risk assessments (for staff who are at increased risk from COVID-19) before teams can return to work in our buildings – and this will identify where PPE is required. Some of the key roles and settings staff need to use PPE in are:

- Working in people's homes
- Fixed delivery sites
- Working with residents in the community
- Going into local businesses or for court attendance
- Cleaning
- Driving or travelling in a vehicle for work
- Education and Early Years settings
- Some Adult Social Care activities

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

Some services are eligible for free PPE supplies through the national government portal, check [guidance](#). All other council teams should use the [PPE Request Form](#). For further information email ppe-requests@camden.gov.uk.

You will need to sit at your allocated desk and avoid moving around the building

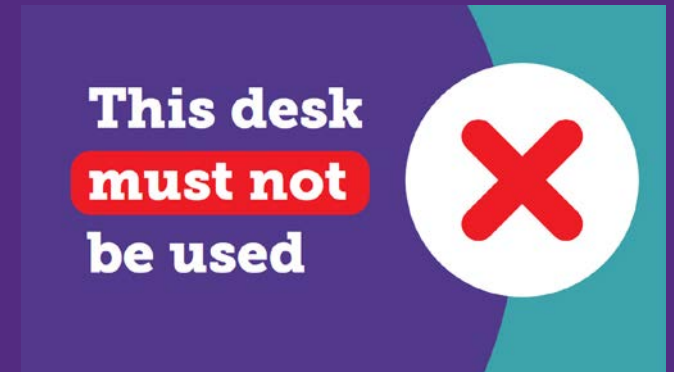
We have allocated desk spaces to each team working in our buildings – you will need to sit at the desk allocated to you by your manager each time you work from our buildings. You should also avoid travelling around the building – staying on your floor and using the kitchens and toilets there wherever possible.



You will not be able to sit directly next to or opposite anyone – in desk or breakout spaces.



Clean your desk before you leave. Anti-viral wipes are available throughout our buildings.



There is currently no hot-desking in any of our buildings.

Floor layouts showing allocated desks are available on the digital screens on each floor of 5PS. If you are unsure where you need to sit, ask your line manager or email Strategy&Projects@Camden.gov.uk

Meetings and external visitors

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

- If you need to use a meeting room you will find information on the door on the **maximum number of people allowed inside** to allow you to maintain social distancing
- Please make sure you **clean the tables and any equipment used in the room before you leave** – wipes and sprays are available in all meeting rooms

You will need to complete a risk assessment for all external visitors to our buildings

For everyone's safety please don't invite external visitors to our buildings unless absolutely necessary. If an external visitor does need to attend one of buildings, a risk assessment will need to be completed by you and sent to our Health & Safety team for review, before sending to your Director for approval.

[Find out more on essentials.](#)

Returning to work in our buildings

Your checklist

It's been almost 18 months since many of us worked in our buildings – so we've pulled together this handy checklist to help you prepare for your return...

Remember to bring your...

ID BADGE



LOCKER KEY



LAPTOP



AGILE KIT



Be prepared

- Make sure you know where your team's allocated desks are – if you're unsure, ask your line manager. **There is currently no hot-desking in our buildings**
- We're encouraging everyone returning to work in our buildings for the first time to take a lateral flow (rapid) COVID-19 test – to help keep everyone safe. [Find out more about how to do this on essentials](#)

If you lose/forget your locker key/agile kit

- In 5PS – email 5PSagilesupport@camden.gov.uk or call ext: 8859
- In Crowndale/Vadnie Bish – email BSS.Crowndale@camden.gov.uk
- In any other building – please use your local arrangements.

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

IT support and mail/deliveries

The IT hub (floor 6, 5PS) is available by appointment only

For everyone's safety, if you need IT support you must call the IT service desk on ext: 4321 in the first instance.

If you need a face-to-face appointment we will book one for you.

No drop-in appointments are currently available.

Mail and deliveries

Wherever possible please 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.](#)

Travelling to and from work

For everyone's safety we are encouraging you to travel to work at off-peak times where possible – for example by staggering your start/finish times – to limit the number of people you come into contact with during your journey.

You might also want to consider using alternatives to public transport – such as walking, running or cycling (the following page has more information on how to access a bike if you don't have one), however we know that this isn't possible for everyone.

You can find [safer travel advice for passengers on the TfL website](#)

Cycling to work

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 have shower facilities and bike storage nearby.

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

We want our buildings to be spaces for connection and collaboration

For lots of us, the way we work in the future will be very different to before the pandemic.

We want our buildings to be places you come to with purpose – to connect with colleagues, to think through projects and ideas in person and to interact with our communities and partners for example.

Lots of you have told us that working more flexibly has been liberating and helped you to strike a better work/life balance. This is something we want to maintain in the future, and the majority of colleagues will be working from home more in the future than before the pandemic.

There's huge potential for us as we emerge from the pandemic and we don't want to go back to the way we worked before. We want to make the most of the new opportunities available to us and create a more inclusive working environment – where everyone has an opportunity to contribute equally, connect and thrive.

We expect our new ways of working to evolve over the long term, and we'll be trying out some new ideas and approaches on a small scale, looking at the impact they have and learning from what does/doesn't work.

We're adapting our physical working environment and experimenting with new technology – to meet our new and changing needs. Read more about this on pages 15 and 16.

Hybrid meeting equipment

As the way we work continues to evolve, we expect that most of our meetings will be 'hybrid' – including staff connecting face-to-face in our buildings and those connecting virtually from home/remotely. To make sure everyone can contribute effectively, we are introducing new hybrid meeting equipment.

Hybrid equipment includes a mix of dual screens, high-resolution cameras and high quality microphones – allowing all participants to see each other and any presentations in high quality, while dedicated (integrated or separate) microphones ensure everyone can be heard clearly.

Where can I find hybrid meeting equipment?

Equipment will be installed in every Waterlow (point one) room in 5PS, as well as large office rooms on the first floor. A selection will also be available at Holmes Road and Crowndale.

How do I use it?

Practical training and resource guides will be available soon to ensure you can make the most of this equipment.



Remember to wipe down any equipment you use in our meeting rooms when you've finished
[Here's advice on how to clean electronic equipment to avoid damaging them](#)

Pilot floors

We know that our physical working environment will need to adapt to meet our changing needs and we are currently piloting new workspace layouts and equipment on floors 3, 4 and 7 in 5PS.

We're taking a test and learn approach. This means that we'll be trying out some new ideas and approaches on a small scale, looking at the impact they have and learning from what does/doesn't work – before using this learning to make changes to other floors and buildings.

We'll be testing new ideas and approaches such as:

- Creating zoned areas for collaboration, team work and focused work
- Introducing new equipment like booths, screens for noise reduction and writing walls
- Testing the acoustic boundaries of existing layouts



If you are, or will be, working on our pilot floors, we will provide guidance on how to make the most of the new layouts/equipment, including how to book collaborative spaces.

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	0207 974 7777 and you'll be prompted to pick the building you're in	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

In an emergency

Staff have a personal responsibility to evacuate the building immediately upon hearing the fire alarm.

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 and defibrillators are available in all of our buildings.

Please take a look at the emergency information posters in your building ([and online](#)) to find out what the emergency arrangements are there.

The poster is titled "5PS Emergency Information" and is divided into five main sections: Fire, First Aid, Security, Health And Safety Advice, and Accident/Incident Reporting. Each section contains specific instructions and contact information. The Fire section includes details about fire alarms and evacuation routes. The First Aid section provides a flowchart for reporting emergencies and lists the locations of defibrillators. The Security section offers advice on handling suspicious packages and materials. The Health And Safety Advice section provides contact numbers for various services. The Accident/Incident Reporting section provides contact information for reporting incidents.

5PS Property Faults	Accident/Incident Reporting	First Aid	Health And Safety Advice	Security
020 7974 1110 repairs.helpdesk@camden.gov.uk	HR Services 020 7974 6655 and Option 2 then Option 1	020 7974 7777	HR Services: 020 7974 6655 and Option 2 then Option 3	020 7974 3472

Fire

Familiarise yourself with the building layout, fire alarm call points, fire action notices and the fire escape stairwells. The fire alarm at 5PS is tested every Wednesday before 8.30am.

Fire Action:

In the event of a fire, raise the alarm using a red fire alarm call point, a fire alarm announcement will be made.

On hearing the warning:

- Evacuate the building immediately using the nearest fire escape staircase
- DO NOT use the external Atrium staircase or lift to evacuate the building.
- Assist anyone with impaired mobility to the designated disabled refuge point and follow the instructions located at the disabled refuge point near the staircase.
- Evacuation chairs and/or the Firefighter's lift (FFL) will be used by Fire Staff to evacuate if required.

Impaired Mobility:

- Go to the Emergency Assembly Point
- Exit the building as quickly as possible to either the Yellow or Green Emergency Assembly Point as appropriate below.

Notes:

- To Leave & Enter Contact Camden Police
- Staff and business fire roles

First Aid

If injury or illness occurs for either staff or your visitors at 5PS follow the flow chart for one of the two different scenarios.

Flowchart:

- Non-Life Threatening
- Immediately Life Threatening
- TELEPHONE 999 Ambulance SPS Postcode N1C 4AG
- Telephone Ext 7777 External 020 7974 7777
- Select Option 1
- Select Option 2
- First Aid Response
- First Aid & Security Dispatched

DEFIBRILLATORS (AED'S) ARE LOCATED ON FLOORS: 9 (Security), 2, 5 and 10

Security

While the risk of receiving Security threats is extremely low, it is important that everyone remains vigilant and aware of the procedures against this potential threat.

Telephone bomb threats:

- Obtain as much information as you can if possible use the Camden Bomb Threat Action Card available on Camden Essentials
- Get the caller to be precise about the location and timing of the alleged bomb and try to establish whom they represent, if possible, keep the caller talking and listen for background noise, accent etc.
- If the caller hangs up note their number from Skype or the display if available.

Phone Camden Security on 020 7974 3472

Suspicious packages / material (e.g. powder etc.)

- If you are in any doubt about a package/material do not touch it, move it to another location or open it.
- DO NOT use mobile phones or two-way radios in the cleared area or enter lift/metric of a suspect package.

Phone Camden Security on 020 7974 3472

- Camden Security will then assess if the Police are called or may dispatch a trained member of the Security team to investigate.
- Follow any instructions by Camden Security or message by the building's Tannoy system
- If the suspicious material is inside a building, shut all windows and doors and leave the room.
- Move those directly affected by any incident involving suspicious material to a safe location as close as possible to the scene of the incident, swap them separate from others & available for medical examination.
- Camden Security will quickly and carefully clear the area of personnel and the floor concerned immediately, and may evacuate the entire building.
- Ensure that personnel outside the room are evacuated ASAP to minimise the risk of inadvertent cross-contamination.

Additional Information/ resources is available on Camden Essentials.

EVERYONE HAS A LEGAL RESPONSIBILITY TO TAKE REASONABLE CARE FOR THEIR OWN AND OTHER PEOPLE'S HEALTH & SAFETY. FURTHER EMERGENCY INFORMATION IS AVAILABLE ON CAMDEN ESSENTIALS.

Connecting with our residents and communities

Our core purpose – to deliver the best possible services for and build deeper relationships with our communities – will continue to guide and shape everything we do as an organisation.

As we enter this new phase of the pandemic, keeping both you our staff and our communities safe is crucial – and we are continuing to encourage residents to avoid visiting our buildings unless they really need to.

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

- explicitly directing people to consider whether they really need to come into our buildings and doing all you can to encourage them to phone us or use our online services wherever possible
- considering the messages you are sending out to residents in letters/emails etc. as well as what you are saying to people verbally. 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 – there are currently no waiting spaces in 5PS
- to leave the building as soon as they have finished.

If you need to book a face-to-face public meeting room in 5PS please email
ContactCamdenRoomBookings@Camden.gov.uk

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 who are vulnerable.

In all other situations, face-to-face appointments should be booked by appointment only