

# Guide for staff working at Queens Road 3

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## Guide for staff and members working at Queens Road 3

This guide contains useful information for staff and members working at Queens Road 3, including information on the best way to get to the building and the facilities available within it. The guide is divided into the following sections, please click on the links for more information.

1. **Planning your journey to Queens Road**  
Find out how to get to Queens Road 3 and the nearest transport links.
2. **Getting to know the building**  
Find out all you need to know about the building including opening hours, where each team is located, pool cars, disabled parking, procedures for bringing visitors into the building and what to do in an emergency.
3. **Facilities**  
Read this section to find out how the facilities management and IT service desks will work at Queens Road, how to book resources and information on training rooms, welfare, faith and first aid rooms. This section also contains information on how the post room, taxis, photocopying and archiving functions will work.
4. **Using your workspace**  
This section contains information on the building protocols that will operate at Queens Road and how to position your desk, screen and equipment to keep you comfortable at work.
5. **Managing paper and electronic information**  
Read this section to find out how to remain paper-lite at Queens Road.

# 1 Planning your journey to Queens Road 3

## 1.1 Getting to Queens Road 3

Queens Road 3 is located at 1 Lugard Road, London SE15 2HP, just off the junction with Queens Road and across the road from Queens Road overground rail station.

It is part of a campus of three buildings known as Queens Road 1, 2 and 3.

There are a variety of ways to get to the building, but you are urged to use the most sustainable means of transport where possible. To help you we have included information about walking and cycling to Queens Road below.

Queens Road has excellent public transport links with north/south train links and west/east bus routes (trains to London Bridge take approximately 6 minutes).

There are no general parking facilities available at Queens Road. However, limited parking is available at Queens Road 1 for:

- disabled drivers who hold a blue badge;
- deliveries; and
- the Queens Road pool car.

You can visit the [Transport for London](https://www.tfl.gov.uk) (TfL) website for more detailed information on your travel options and to plan your route.



### Walking and cycling

Walking and cycling is the healthiest, most sustainable and often quickest way to reach Queens Road. There is good pedestrian access to the site via the surrounding footpath network. To plan your walking journey visit [www.walkit.com](http://www.walkit.com)

Secure parking for bicycles is provided. Cyclists can access the rear courtyard and bicycle stores through the front gate located on Lugard Road between Queens Road 2 & 3. They can then access the building through either the side or front door, making it convenient to access the showers and changing area. Southwark offer free cycle confidence training for staff, see [www.cyclinginstructor.com](http://www.cyclinginstructor.com) to book a lesson.

If you use your bicycle for work purposes you may also be eligible for the monthly £20 cycle allowance. See the source and speak to HR for details.

### Buses

There are seven bus services which pass through Queens Road (171, 136, 436, 36, 177, P13 and P12). For a local bus map please see:

<http://www.tfl.gov.uk/tfl/gettingaround/maps/buses/pdf/queensroadpeckham-11296.pdf>

To view live bus departure times go to [www.tfl.gov.uk/countdown](http://www.tfl.gov.uk/countdown)

### Trains and underground lines

The building is directly across the road from Queens Road overground rail station. Southern Railway trains from Queens Road go to London Bridge, West Croydon and Victoria and Beckenham junction via Crystal Palace. Oyster pay as you go is now accepted on National Rail services. For train times and information go to [www.nationalrail.co.uk](http://www.nationalrail.co.uk) The London overground service was opened on 9<sup>th</sup> December 2012, linking Queens Road to Highbury and Islington in the North and Clapham Junction in the south west.

## Disabled parking

There are no immediate disabled parking provisions at Queens Road 3. At Queens Road 1 there are 2 designated disabled bays, although to park here requires the driver to cross Lugard Road.

If you are a blue badge holder and require access to one of these disabled parking bays you must notify your line manager of this requirement to seek approval with the Queens Road 1 Facilities Manager.



Your line manager will arrange a meeting with a member of facilities management to develop an individual access plan for you.

In addition, if you have a mobility issue that is likely to affect the way you evacuate the building in the event of an emergency, an individual personal emergency evacuation plan (PEEP) must be developed by you and your line manager. This will ensure safe and effective arrangements for evacuating the building are in place for you.

## 2 Getting to know the building

Find out all you need to know about the building including opening hours, where each service is located, pool cars and disabled parking facilities, procedures for bringing visitors into the building and what to do in an emergency.

### 2.1 The building at Queens Road 3

Queens Road 3 is a modern office building located on the ground floor. The new accommodation is part of the council's strategy to relocate teams into modern offices to reduce costs and improve collaboration.

There are 120 hot-desking workstations for staff based at Queens Road 3 and the building is accessible only for Customer Experience staff and any work related visitors.

The building has been specifically designed to support the Customer Experience staff to provide a more modern way of working. There are no reception or waiting areas and as a consequence the building does not provide any public facing facilities or amenities.

### Opening hours and access

- 24/7 access to the building for "Customer Experience staff"
- The building is sub-divided by separating doors into two zonal areas (North and South). The entire building is open from 7am – 8pm. After 8pm the South zone is shut-down by Queens Road 1 security, staff are moved to the North zone and the blinds are deployed throughout to prevent light pollution and to consider the environment.
- There is no designated security at QR3 and access must be gained by using your ATRAC identification card. For visitors or staff not having their ID card with them, the reception of 132 Queens Road (QR1) is the first point of contact

To obtain access to Queens Road 3 you will require a Southwark ATRACS or ID card. The ATRACS card is programmed to control access to the building. It will also be used to keep track of staff attendance and absences (including the recording of attendance for staff working to the flexi scheme).

Further detailed information about how to use ATRACS can be found on the intranet via 'The Source' and 132 Queens Road (QR1) ATRACS-users-guide

There is a telephone positioned within the main entrance lobby in the event of an emergency in this area.

Noise levels when entering and leaving the Queens Road campus needs to be kept to a minimum as this is a residential area. This also applies to the rear courtyard area.

## **Address**

If you have relocated to Queens Road 3, please ensure you update your corporate directory profile (SID) and email signature address.

All mail sent to the council should utilise the PO Box situated within 132 Queens Road (QR1) for re-distribution to Queens Road 3. This is the primary address for correspondence to those services based at Queens Road 3. The geographical address and post code should be used for services that are required to attend site, i.e. taxis and couriers, deliveries etc.

### **Address for Correspondence**

Southwark Council  
Name of Department  
Name of Division  
PO BOX 70063  
London  
SE15 9EG

### **Address for visitors attending the site**

Southwark Council  
Name of Department  
Name of Division  
Please report to the reception of 132 Queens Road (QR1) for access to Queens Road 3 situated at 1 Lugard Road  
London  
SE15 2HP

## **Building layout at Queens Road 3**

The building has one storey:

**Ground** – one conference meeting room (10 seated) and one meeting room (six seated), three open plan office areas (20, 66 and 34 hot-desk workstations), shower and drying room with sixty lockers for cyclists, staff room and kitchenette, one quiet room, male toilet, female toilet, fully accessible shower room and toilet, Facilities Management room and two cycle stores

## 2.2 A sustainable building

Queens Road 3 is highly energy efficient. It is designed to achieve the Council's green objectives and low carbon targets, in accordance with the 2007 Sustainability Strategy. It has a **BREEAM** target rating of "Very Good" and includes the following features:



- **Automatic lighting control systems:** lighting control system to include daylight linking, passive infra-red (lights only come on when staff are using the area) and time clock control
- **Concrete slab** to be exposed as much as possible to maximise potential for free cooling
- **Ventilation plant** to run 24/7 to maximise use of lower night time temperatures
- **Heat recovery** to be provided within air handling units

## 2.3 Security and visitors

132 Queens Road (Queens Road 1) Reception is the first point of contact for Queens Road 3.

All visitors (both staff from other buildings and contractors) need to sign in at the main reception desk of Queens Road 1. Staff expecting visitors to the building should inform the reception team via the resource scheduler and by email in advance of their guest arriving.



A visitor pass will be issued by Queens Road 1 and must be worn visibly at all times whilst in the building.

Queens Road 1 will telephone to inform the Customer Experience team that a visitor has arrived. Visitors need to be collected by their host from QR1 reception. The host is responsible for informing their guest of the emergency procedures, which can be found on the back of the visitor badge, and must sign the visitors register to say that this has taken place. A copy of the procedure is on display in the main reception.

Customer Experience staff arriving at Queens Road 3 without their Attracs card (see below) will need to contact their duty manager to gain access. Otherwise, proceed to Queens Road 1 reception (during working hours) to obtain a temporary pass.

During Out of core hours (2000 – 0700hrs) the staff member will need to go to the rear gate of Queens Road 1 to obtain clearance.

### ATRACS cards

All staff based at Queens Road 3 are issued with an ATRACS card. This single multi-function card enables you to:

- Access entry points and security doors, including gates at the rear of the building
- Access the secure cycle storage units
- Print documents
- Record time and attendance
- Provide a visual identity for security purposes

Further detailed information about how to use ATRACS can be found at [link here](#).

## 2.4 Fire and emergency procedures

Emergency procedures are prominently displayed around the building and close to your workstation in an appropriate position. You will be notified immediately should any part of these emergency procedures change but it is your responsibility to be familiar with the current arrangements that are in place and to be familiar with your environment.



You need to ensure you have identified who your local fire wardens are. If you have any questions or concerns about emergency arrangements please contact your local fire marshal.

The emergency assembly point for Queens Road 3 is located at Evan Cook Close.

If you discover a fire

- Operate the fire alarm immediately via one of the call points situated close to an exit door
- DO NOT tackle a fire unless you are trained to do so. Never put your personal safety at risk

Report to the emergency assembly point at Evan Cook Close.

On hearing the fire alarm

- Leave the building immediately and proceed to the assembly point
- Use the nearest available exit
- Do NOT stop to collect personal belongings
- Do NOT return to the building until you are instructed to do so

### Visitors

If you are host to a visitor at Queens Road 3, please ensure that the visitor emergency procedures are read and understood by your guest upon arrival.

- A host is responsible for their guest for the duration of their stay.

All visitors should remain with their host if an emergency occurs and be accompanied to the assembly point at Evan Cook Close.

## 3 Facilities at Queens Road 3

Read this section to find out how the facilities management service desk works, how to book facilities and resources including AV equipment and information training rooms, welfare, faith and first aid rooms.

This section also contains information on how the post room, taxis, photocopying and archiving functions work.

1. **The facilities management service desk**
2. **Booking rooms and resources**
3. **Office services**
4. **Postal services**
5. **Catering facilities**
6. **Pool cars and bicycles**

### 3.1 Facilities management service desk

Although the central facilities management service desk operates from Tooley Street, facilities management staff are based at Queens Road 3 and also at the adjacent building at Queens Road 1, to make sure the buildings run effectively.

Requests for FM services are made via the service desk, where they are sent to the correct service area for action and completion.

If you need to contact a member of the facilities management team please contact the service desk on **020 752 53700** or [servicedesk@southwark.gov.uk](mailto:servicedesk@southwark.gov.uk).

The service desk will accept all building related requests then action, monitor and complete them effectively and efficiently. It is the one stop shop for all of your building related requirements.

Below are examples of the types of calls that can be placed via the service desk:

- Defective building systems, for example, lighting and heating
- Defective furniture, fittings and equipment
- Cleaning issues, for example, emptying waste bins, replenishing consumables
- Portage of furniture or equipment between areas.

Once you have sent your request to the service desk and your call is logged, you will be given a unique call reference number, with which you are able to monitor the progress of your query.

Regular building inspections are also carried out to ensure any issues with the building are identified.

#### Service desk contact details

E-mail: [servicedesk@southwark.gov.uk](mailto:servicedesk@southwark.gov.uk)

Phone: **(020) 7525 3700**

Operating hours: The service desk is open 24 hours for emergencies. Normal business hours are 9am to 5pm.

The on-site facilities management team at Queens Road 1 can be contacted on 0207 525 2155/0486

For any IT related issues, including problems with mfd's please contact Capita on **0207 525 7500**.

If you need to contact the main reception desk at Queens Road 1 please call 0207 525 3712 / 3032 or email [Louise.Muirhead@southwark.gov.uk](mailto:Louise.Muirhead@southwark.gov.uk) or [Roxanne.Haycraft@southwark.gov.uk](mailto:Roxanne.Haycraft@southwark.gov.uk)



## 3.2 Booking rooms and resources

The following facilities at the Queens Road campus can be booked by staff permanently based there via “resource scheduler”:

- Meeting rooms
- Pool bicycles
- Pool cars
- Taxis and couriers



In addition, resource scheduler can be used to notify the main reception at Queens Road 1 when you expect to receive visitors for your building.

Audio visual (AV) equipment for the meeting room at Queens Road 3 where it is not already permanently installed can be ordered via the IT online self service. You must provide at least 24 hours notice for this service.

For staff not permanently based at Queens Road 3, requests for resources must be booked via [RSissues](#)

More detailed information about how to use resource scheduler can be found [here](#).

### Booking meeting rooms at the Queens Road campus

Queens Road 3 has one conference, one meeting room and one quiet room capable of providing attendance for ten, six and one occupant respectively. The conference room has Audio Visual (AV) equipment installed. Staff can book meeting rooms via resource scheduler or by contacting Queens Road 1.

There are additional meeting and training rooms available at Queens Road 1. The main reception desk at Queens Road 1 should be notified in advance to attend meetings at this location. They will issue a visitor pass, if appropriate, for the duration of the meeting. Audio visual (AV) equipment is installed at Queens Road 1 in the two large meeting rooms on the ground floor and the conference room on the fourth floor.

Meetings with external visitors (if required) require a risk assessment to be completed by the organiser of the meeting and submitted for approval to the facilities management team. Services can submit generic risk assessments for day to day business, however specific risk assessments are required where the service is aware there may be a challenging or potentially critical incident/s.

Organisers of meetings must ensure that rooms are left clean and tidy after use.

## Refreshments at meetings

There is a diner with food and storage preparation facilities at Queens Road 3.

Organisers of meetings where refreshments are to be provided must carefully plan the arrangements in advance. In particular, the organiser of the meeting must ensure that:

- All refreshments are delivered at a time so that all food hygiene regulations are adhered to and food is not stored in inappropriate conditions;
- The caterer responsible for providing the refreshments collect all of their material eg baskets, boards, cutlery etc at the end of the meeting; and
- The room is cleared at the end of the meeting of all clutter and the room is returned to its normal condition.

Colleagues are reminded that:

- Any provision of refreshments need to be agreed and signed off by the appropriate strategic director or their delegated nominated officers
- Refreshments can be ordered only for meetings with external parties; and
- Refreshments cannot be provided at internal training events

## Other work areas located at Queens Road 1

Welfare and multi-faith rooms are located on the ground floor at Queens Road 1 and are available for use.

## 3.3 Office Services

### Booking taxis

All your taxi bookings at Queens Road must be ordered through resource scheduler. Please provide adequate notice (ideally two hours) to avoid unnecessary delays.



### Couriers

All courier bookings are made directly by authorised staff in your department via resource scheduler. Packages or parcels for collection by the courier must be taken promptly to the main reception desk of Queens Road 1 in order for it to be collected by the courier.

Incoming parcels and packages delivered by courier will be delivered via the main reception desk of Queens Road 1 and will be distributed in the next scheduled internal post service.

Should you have an urgent requirement and wish to be notified when a parcel has arrived, please notify the main reception desk of Queens Road 1 on 0207 525 3712/3032 providing full details of your request.

### Photocopying and bulk printing

There are multi function devices (MFD's) for printing, scanning and copying documents.

If you encounter an issue while using an MFD, the fault should be reported to the Capita IT helpdesk on **020 752 57500**.

For large volume copying and reprographic activities, teams can request this service via Pitney Bowes who provide the council with printing facilities.

Recycling and confidential waste containers are provided at designated points and guidance on how to use these is clearly displayed.

### Stationery and office supplies

A small store at Queens Road 3 carries a small supply of stationery. The facilities management room on the ground floor of Queens Road 1 has a range of widely used stationery items that can be collected by staff during normal business hours. For products that are not kept on-site the normal process for ordering stationery through the office depot online ordering system should be used. Further information on using the office depot ordering system can be obtained from the corporate procurement team.

## 3.4 Postal services

A twice daily post delivery and collection service is carried out by the facilities management post service of Queens Road 1 and will be delivered daily to your nearest print hub. Delivery of post items are delivered to your local print hub and left for you to sort to team level and to distribute.

Items of outgoing post need to be dropped off at your team's designated print hub for collection by the facilities management of Queens Road 1 post service by 2pm at the latest.



### Outsized mail

All outsized mail will be collected by Queens Road 1 from your designated print hub. Delivery of outsized mail will be delivered by Queens Road 1 to your designated print hub.

### First class

Please mark your mail 'first class' on the **top left corner of the envelope** and leave in the out tray of your print hub.

### Recorded delivery

Outgoing items for recorded delivery will need to be **logged and marked appropriately by you**. There is a facility for this within your print hub.

### Special delivery

Please contact facilities management via the Service Desk for details about special delivery.

### Tenders

There are special arrangements in place for dealing with tender documents returned to the council during a procurement exercise. Detailed information on these arrangements can be found on the [source](#) or via the corporate procurement team.

### Archive retrieval management service (ARM)

The ARM file retrieval service is available and is administered at team level in the normal way. Deliveries and collections to Queens Road 3 via Queens Road 1 are customer driven so the ARM team will only visit Queens Road 1 for pre-arranged deliveries and collections. Deliveries and collections are co-ordinated by the facilities management team of Queens Road 1 to and from your designated print hub.

## 3.5 Staff catering facilities

The following facilities are available at Queens Road 3 for staff to prepare their own food:

- On the ground floor there is a staff room with kitchenette area with two larger fridges, one free vending tea and coffee making facility and one paid vending cold drinks machine, two zip taps with water for both hot and cold drinks and 3 microwaves
- The fridges are cleared out of any contents on the last Friday of each month

### Eating areas

Food may only be consumed in the staff room diner and must not be eaten at your workstation. However, hot and cold drinks may be consumed at your workstation.

## 3.6 Pool cars and bicycles

### Pool cars

A single pool car is available for hire at Queens Road 1 for staff based on the Queens Road campus. The vehicle is for official council business use only and must be returned to Queens Road 1 once the hire is completed. The facilities management team will monitor demand for this service and will increase the number of vehicles available if the level of demand is appropriate.



The pool car is booked via resource scheduler and the vehicle key can be picked up from and must be returned to the facilities management room on the ground floor of Queens Road 1.

A photocopy of your driving licence is required before you can use this service. You will also need to complete a London Borough of Southwark driving competency test before using the pool cars for the first time. Further information is available from fleet services on **020 7525 2410**

### Pool bicycles

Pool bicycles can be requested and booked through resource scheduler for journeys on official council business. The cycle must be collected and returned to Queens Road 1 at the end of the journey. Safety equipment including helmets, lights and high visibility jackets must also be booked in advance. The key for the cycle lock can be picked up from, and must be returned to, the facilities management room of Queens Road 1.

## 4 Using your workspace

This section contains information on working in the Queens Road 3 environment. It provides details on how to position your desk, screen and equipment to keep you comfortable at work.

### 4.1 Queens Road office protocols

To maintain a positive and professional environment, a set of office protocols were developed and agreed by CMT in 2009 for Tooley Street. These protocols are also applied at the Queens Road campus. Management of the protocols is carried out locally, but all staff and managers are expected to acknowledge and respect these protocols, so that we can make the best use of our space in a way that meets the needs of people working here. We have a set of protocols for our offices so that we:

- Keep the office running as smoothly as possible
- Keep the environment clean and hygienic to avoid the infestation of vermin
- Take a shared responsibility for looking after equipment and furniture
- Maintain a pleasant working space that everyone can enjoy

See the [link](#) for more information about the protocols.

### 4.2 Smoking

Please note that smoking in the vicinity of Queens Road is strictly prohibited regardless of weather conditions. We wish to achieve a reputation as a good neighbour so staff must avoid smoking or lighting up in the vicinity of the building or near the premises and homes of our neighbours.

### 4.3 Your workstation

An important principle of modern ways of working is that workstations are shared and accessible by all members of staff. In order to use a workstation safely and effectively you should know how to adjust the position of your desk and chair, use your phone and get a risk assessment done. You can find guidance on [how to adjust your workstation here](#) [link](#). Please note, this information is NOT intended to replace training or formal display screen equipment (DSE) assessments. The tips can be used as an aide memoire to information/guidance already given at assessments (by trained assessors) or during DSE awareness training.

Some of your time might be spent working outside of the building, whether that is at home or elsewhere in the Borough, you should have the technology to enable you to successfully do this, (if you have agreed arrangements for flexible working with your Manager).

## Telephony

**There will be two telephone systems in operation at Queens Road 3 workstations, namely the Avaya and Mitel handsets.**

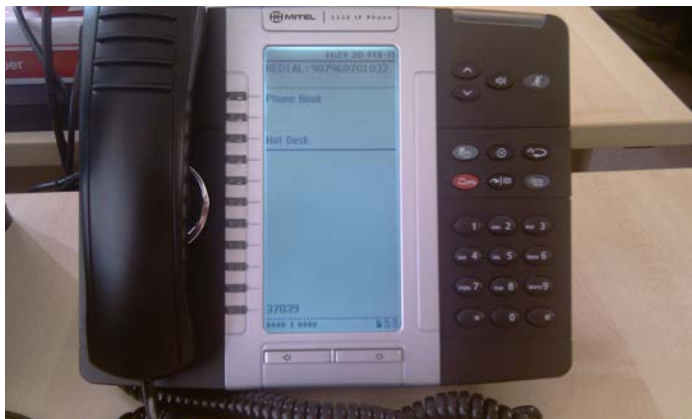
### Avaya handsets

There will be separate training provided as to how to use this type of handset with a “crib sheet” to assist with future functionality.

### Mitel handsets

With the MITEL 5330 IP phones, you need to log in at the beginning of each session and log out once the session has ended. See the instructions below:

#### Logging in



1. Press Hotdesk key (3rd silver button from the top)
2. Press Login key (1st silver button from the top)
3. Enter your 5 digit extension number
4. Press OK (2nd silver button from the top)
5. Enter your PIN number (1111)
6. Press OK

Remember to set up a clear and concise voicemail message with alternative contact details if you are going to be unavailable.

#### Logging out

1. Press Log Out key (3rd silver button from the top)

### **Display screen equipment**

The Council is required by law to assess display screen equipment (DSE). Generic risk assessments will be conducted for all workstations at Queens Road where the equipment provided is the same. These will be organised through CFM who will also arrange for reviews and updates to be conducted as required.

Where an individual has special needs a bespoke assessment will be organised via CFM and health and safety professionals to ensure that appropriate control measures are in place. Records will be retained by CFM and local management, who should request a review of the assessment if circumstance change.

DSE assessments will be organised for all workstations where non standard kit is used and/or there may be environmental factors impacting on the workstation. These too will be arranged via CFM and the local health and safety professional.

Further information on the law and safe use of DSE equipment is provided on the link to the [Health and Safety Executive website](#).

Additional guidance and assistance can be obtained from your local Health and Safety professional for your department.

## **Fixed desks**

Staff that require a fixed desk as a result of an occupational health assessment or to support bespoke software that cannot be hosted on citrix, need to request this by providing details of their requirements to their line manager. Twenty one supervisor terminals will be located at the end of each row of desks.

The line manager will review the request in conjunction with the facilities management team.

If a decision is made to allocate a fixed desk to a member of staff, that officer will have priority use of the desk when they are in the office. However, when the officer is out of the office the desk can be used by other staff.

Although an officer may be allocated a fixed desk they should not personalise it and they must still adhere to the clear desk protocols in place at Queens Road campus.

Heaters, fans and other electrical equipment must not be brought into the building and used without the prior approval of the facilities management team.

## **5 Managing paper and electronic information**

The information you create, organise and use in your day-to-day work is a shared asset and must be accessible to the people who need to use it. This will involve placing your information in shared storage, whether in paper or electronic format.

More detailed information about managing your paper and electronic information can be found on the [Source](#).