

# Welcome to Colindale

Your introduction to your new building

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**BARNET**  
LONDON BOROUGH

# Welcome to Colindale



When we set out our vision for The Way We Work programme it wasn't just about building a new, modern office. It was about changing the way we work across the organisation. Our ambition is to make best use of a more flexible work place and working practices, to help us to provide the best possible service to our residents. The move also puts us in the heart of the Colindale regeneration area, providing opportunity and growth. It will bring us closer to many residents and make it easier for people to access important services.

The new building has also been designed to support the health and wellbeing of our staff. There is a spacious roof terrace to enjoy and the range of office furniture has been chosen to encourage everyone to spend less time sitting at one desk.

This welcome guide is designed to tell you everything you need to know about working in Colindale, with how to guides and useful information to help you settle in from day one. And, as we move in to our new office now is the time to think about how we can embed new ways of working in to our daily activity as well as introduce new healthier habits. I hope you enjoy the new office.

**Welcome to Colindale, John**

## Have a question?

Head to the [TW3 microsite](#) or ask the TW3 team a question on Yammer #AskTW3

# Contents

## How do I?

1. [How do I get to the Colindale office?](#) ..... Pg 5
2. [How do I access the building?](#) ..... Pg 9
3. [How to book in an external visitor?](#)..... Pg 10
4. [How do I find my floor?](#)..... Pg 11
5. [How do I find and access my locker?](#)..... Pg 12
6. [How do I use Skype?](#) ..... Pg 13
7. [How do I print?](#)..... Pg 14
8. [How do I send and receive post?](#) ..... Pg 15
9. [How do I book a room?](#)..... Pg 16
10. [How do I get help or report a problem?](#) ..... Pg 17
11. [How do I evacuate the building in the event of a fire?](#)..... Pg 18
12. [How do I keep my data safe?](#) ..... Pg 21

## Other useful information

1. [Lunch and refreshments](#) ..... Pg 22
2. [Shower and cycling facilities](#) ..... Pg 23
3. [Accessibility in Colindale](#) ..... Pg 25
4. [Multi-faith room](#) ..... Pg 26
5. [Parent and Child facilities](#) ..... Pg 26
6. [First aiders](#) ..... Pg 27
7. [Health and wellbeing](#)..... Pg 28
8. [Building principles](#) ..... Pg 29
9. [Housekeeping](#) ..... Pg 30

# How do I?

Your step by step guide to  
getting to Colindale and  
more



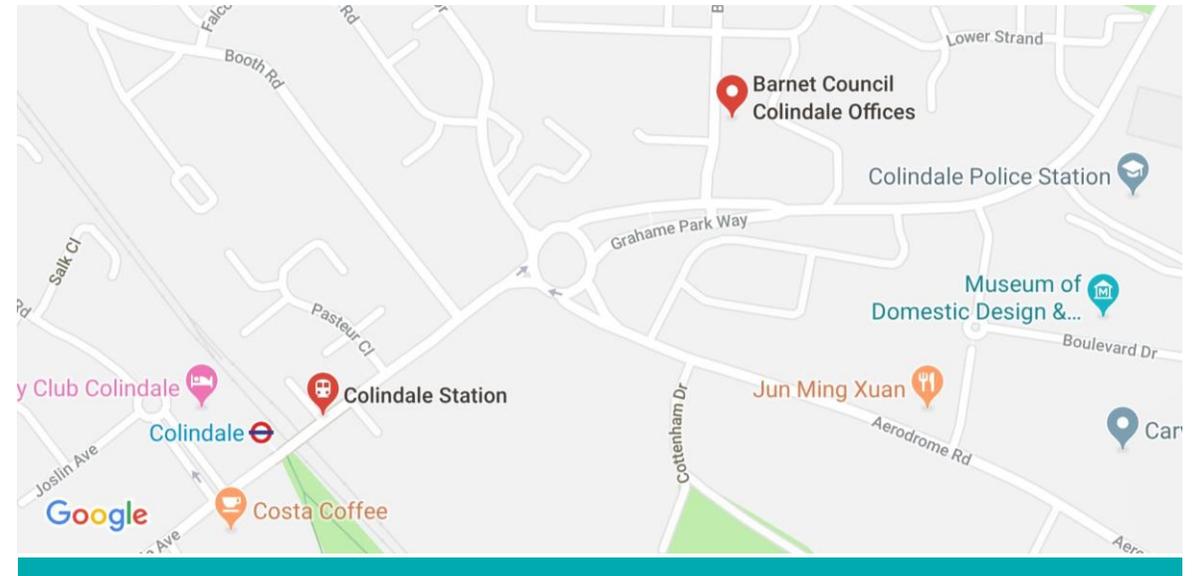
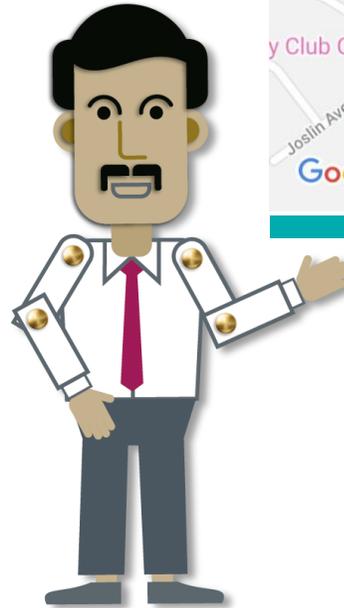
# How do I get to Colindale?

The new office address is:

**London Borough of Barnet, 2 Bristol Avenue,  
Colindale, London, NW9 4EW**

Why not use the [TfL Journey planner](#) or apps like [City Mapper](#) and [Google Maps](#) to help plan your journey.

The [TfL website](#) also has a handy app to help plan a walking route – so you can get active on your commute.



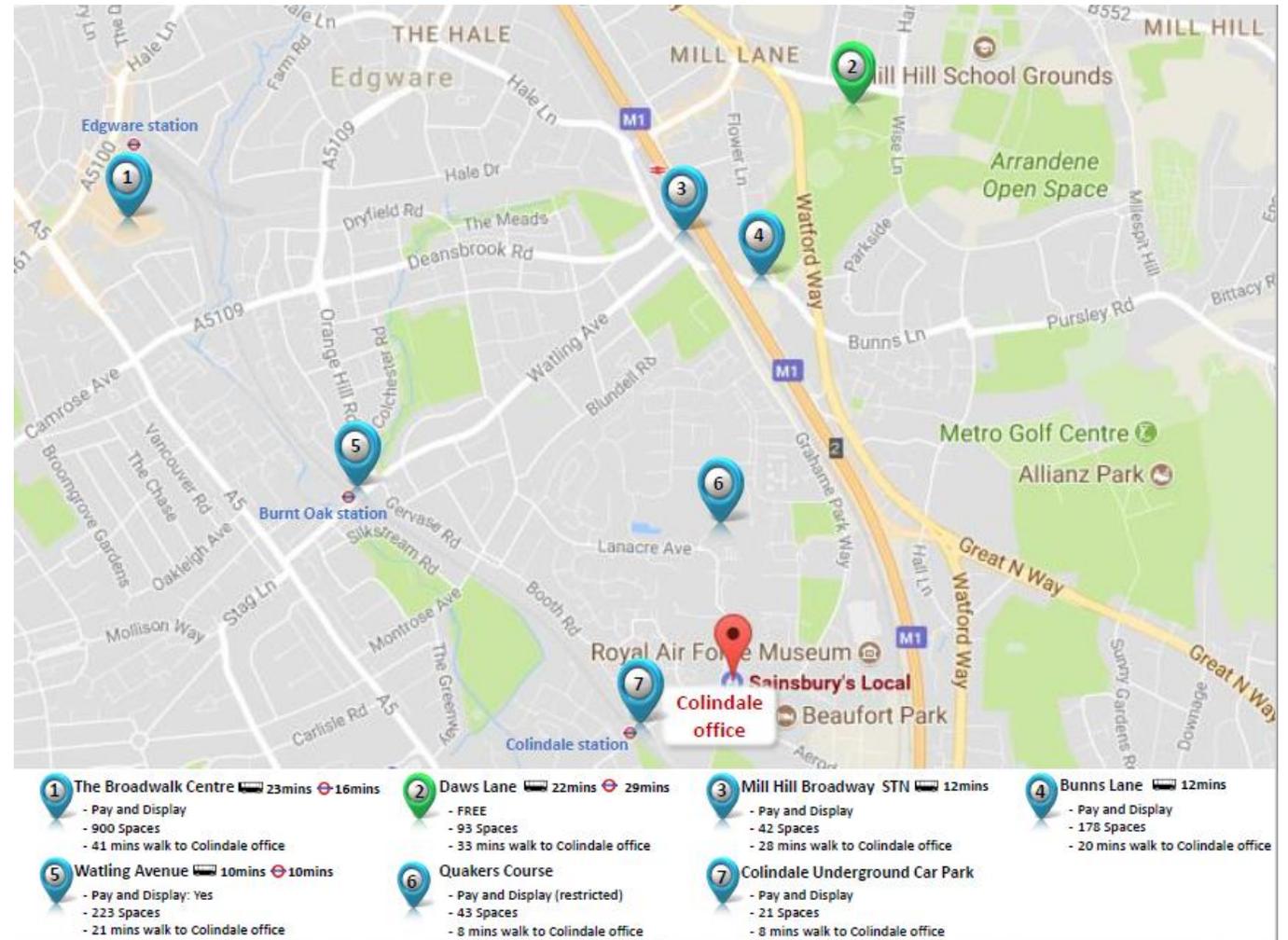


# Commuter parking

There are several commuter parking options close to the Colindale building that all staff can use. As well as additional car parking options in the wider area. These range in price and distance from the office (some are free and others pay and display).

Below are links to maps and key information about local parking to help you plan your journey.

- [Overview of all parking locations](#)
- [Colindale Underground Station](#)
- [Watling Avenue](#)
- [Bunns Lane](#)
- [Mill Hill Broadway Station](#)
- [Daws Lane](#)



# Business parking

The dedicated business parking zones will be spread across two locations. The **RAF Museum** and **Platt Hall**. Both are a 5 – 10 minute walk from the Colindale Office.

There are **200 places** at the RAF Museum and **90** available at Platt Hall for those people who need car parking spaces to carry out their day to day duties.

Business car users will be issued with a permit after approval from your Head of Service has been supplied to Facilities Management.

If you are unsure whether your role is applicable for a business use car parking permit please speak to your line manager or service lead.



# How do I access the building?

The office opening hours are **Monday to Friday** from **6:30am to 8:30pm**.

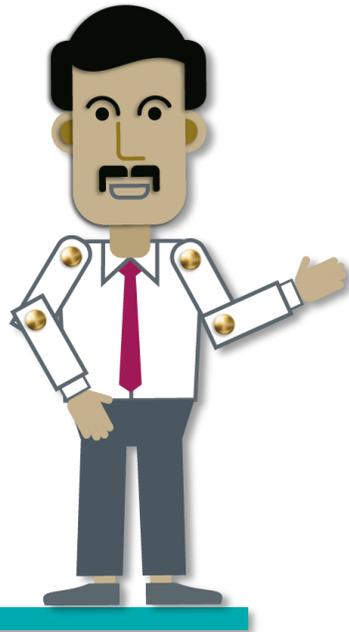
All staff attending the office outside of normal business hours are expected to notify Facilities Management in advance.

Staff ID badges should be worn at all times with the picture and details visible to others.

If you see a person who you do not recognise and who is not wearing a badge, please approach and assist accordingly. Please also be aware of people 'tailgating' or gaining access to the building directly behind you.



# How do I book in an external visitor?



If you have an external visitor coming to the building for a meeting you should notify reception via the IT and Estates online portal.

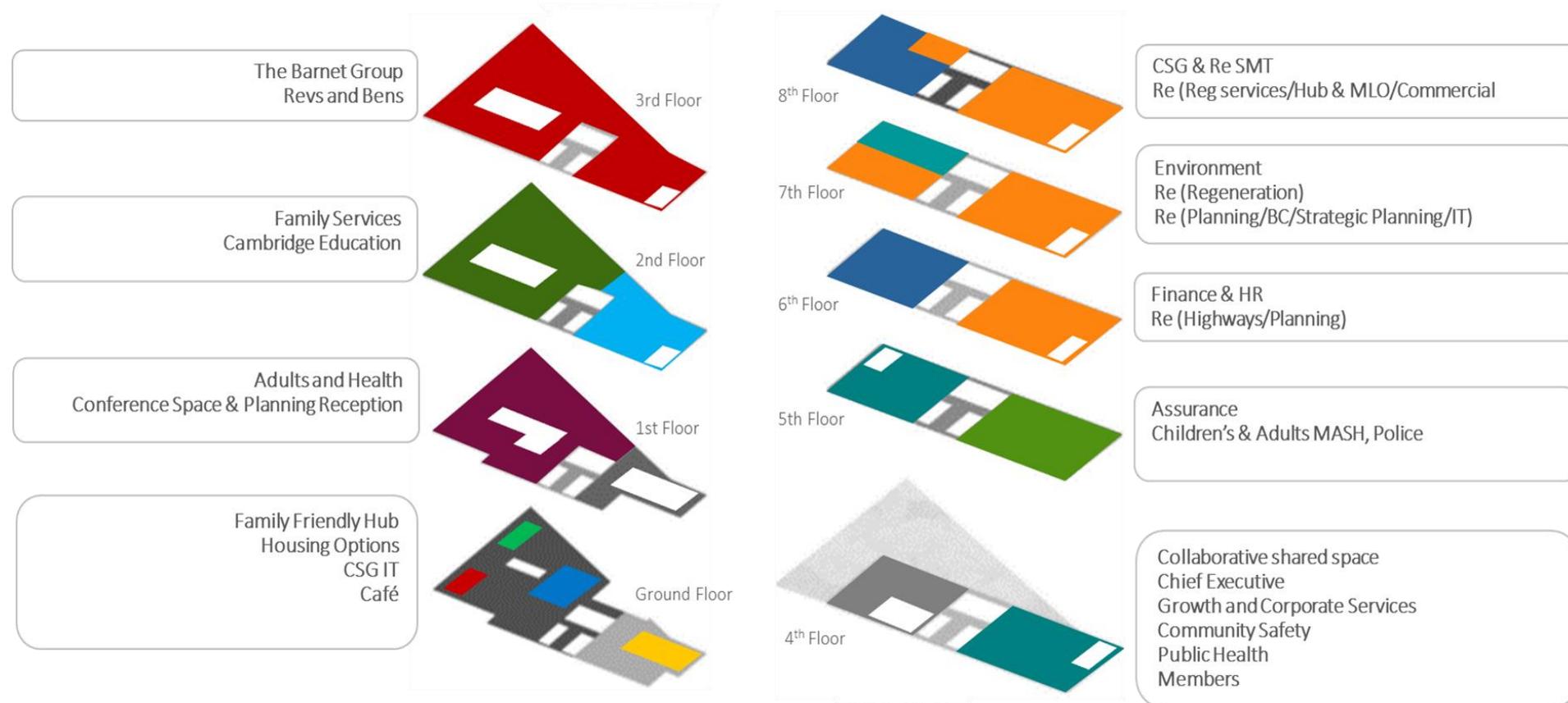
You access the portal [here](#), or click [here](#) for a user guide.

# How do I find my floor?

Here is a list of where each team or partner organisation sits in the Colindale office.

Teams have 'home areas' where their personal lockers and team cabinets are located.

Desks are unallocated unless staff members have been identified as needing specific equipment or an adjustable desk.



# How do I find and access my locker?

Every member of staff is allocated a personal locker.

As part of our clear desk policy we are asking that staff don't put stickers or names on their personal lockers, the lockers are numbered so you know where yours is.

Lockers will be managed by Facilities Management should there be a problem accessing your locker.

You can set or change your lock access code [by following these quick steps](#).

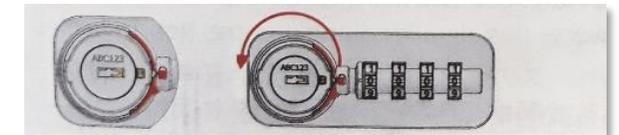
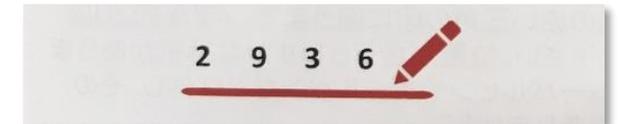
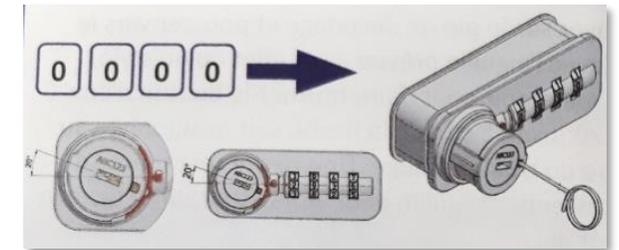
Before you start ensure all digits are set to "0"

1. Press the programming pin into the knob (*you can use a ball-point pen to press the programming pin into the knob*) and, with programming pin held down, rotate the knob by approx. 20° until the arrow at the base of the knob is aligned with the red triangle on the lock case. A slight resistance can be felt. The ball – point pen is no longer required.

2. Set your 4 - digit personal code and make a note

3. Turn the knob back to the closed position. The programming pin returns back to the initial position. Open and close the lock. Code is scrambled.

4. Lock is closed and the new personal code is saved



# How do I use Skype?



To support the move towards agile working we have introduced Skype for business as an replacement to traditional desk phones.

The introduction of screens in all Colindale meeting rooms and good quality speakers means you can make best use of the new functionality such as video conferencing and screen sharing.

## Locating colleagues

It's good practice to keep your Skype presence up-to-date with your current location, so you are visible and available to your teams and colleagues across the organisation even if you are hot desking or working from another location.

Updating your Skype profile image also makes it easier for colleagues to locate you.

## How to use skype

You can find further information and how to guides to help you use skype [here](#)

# How do I print

## MFD printers

The new printers at Colindale work much the same as the current systems across Barnet buildings.

These will now be linked to your ID card making it easier to access once you have logged in for the first time and registered your pin code.

A brief set of instructions will be provided for you to do this on your first day.

For day-to-day printing, there will be standard Multi Function Device (MFD) printers on each floor where you can print, scan or copy documents.

## Print room

The print room currently based in North London Business Park in Building 4 will now move to the Capitol Way where all high volume print or special items will be processed.

Items will be delivered to the Colindale office up to three times a day during weekdays to ensure urgent items are delivered. Staff will be notified by Facilities Management on the arrival of larger parcels and packages.



# How do I send and receive post?

Throughout the move process, any post which arrives at North London Business Park or Barnet House will be automatically redirected to your team's new Colindale location. This will happen automatically and you do not need to do anything further.

There are team pigeon holes just inside the doors from the lobby area in each wing of each floor.

There is a space for outgoing post in the same area.

**Post will be delivered and collected each day between 2 and 3pm.**

There is no longer a franking machine so pre-printed paid envelopes should be used for outgoing post. Teams should contact the print room in the first instance to purchase these.

## Personal deliveries

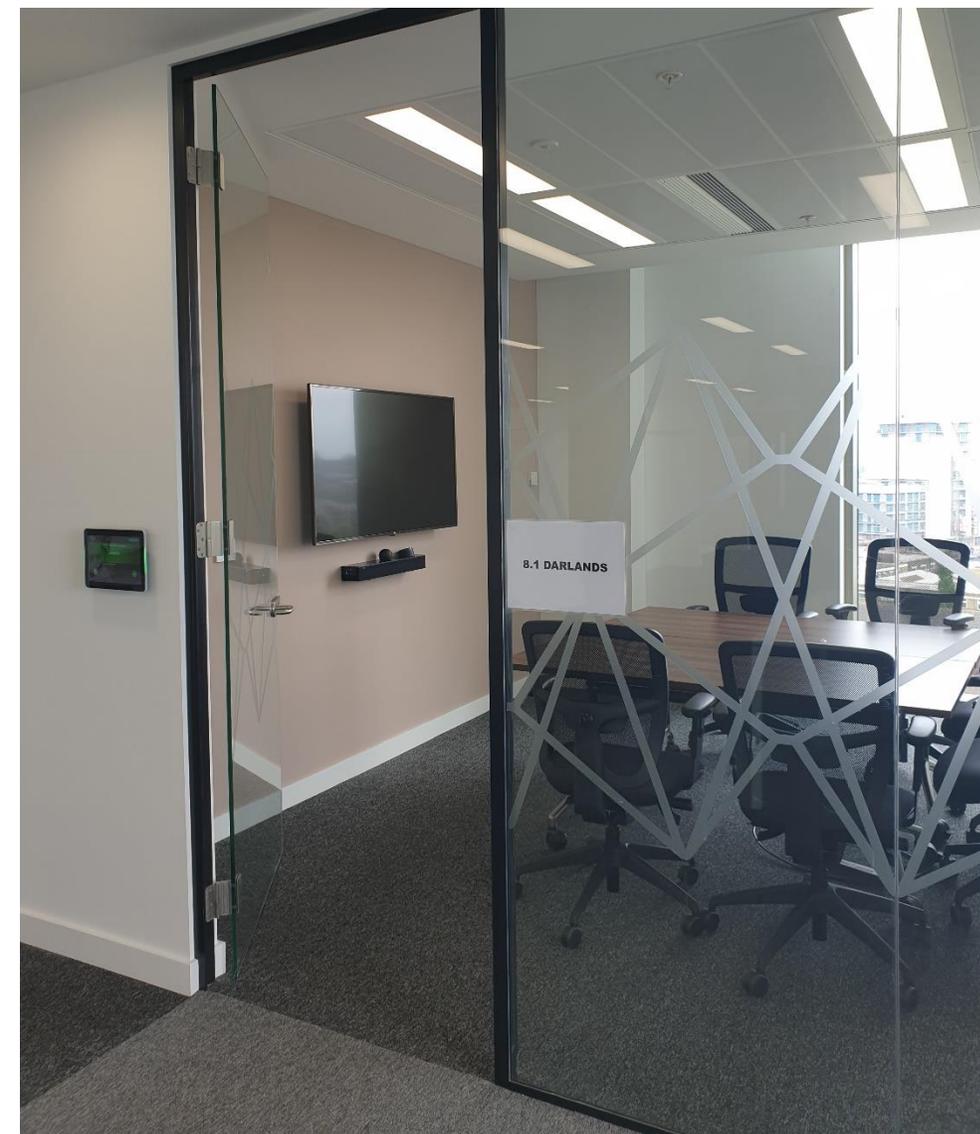
Personal deliveries are not permitted to the workplace. While we understand it's difficult to be at home to collect deliveries, emissions and pollutants from freight deliveries are a huge contributing factor to poor air quality in London.

We encourage you to use 'click and collect' facilities such as [Collect +](#) and [Doodle](#), or make other arrangements.

# How do I book a meeting room?

Meeting rooms in Colindale will be available to be booked via Outlook or, if available, on tablet screens outside each room.

Information will be provided when the process is up and running.



# How do I report a problem or get help?

Day to day support for print and IT issues, or to report a problem in the building is as follows:

## **Building issues – FM contact support channels**

Raise a call [online](#) or contact Facilities Management on 020 8359 3549.

Meeting room issues can be reported directly on the room booking screens.

## **Printing issues – Print contact support channels**

Raise a call [online](#). Print technicians will be at Colindale on Mondays after move dates.

## **IT issues – IT contact support channels**

Raise a call [online](#) drop in to a IT surgery at Colindale or call x3333 between 8am to 6pm to log an issue.



# How do I evacuate the building in the event of a fire?

It is important to familiarise yourself with the layout, access and emergency routes out of the building. If you see fire or smoke you should immediately activate the nearest fire alarm call point. This will trigger a **PHASED EVACUATION**.

Please **read** the [Fire Evacuation Procedure](#), and if you're a manager ensure your staff are clear on the fire evacuation process and where the fire assembly points are outside the office.

**Phase 1:** In the event of a fire, the floor where the alarm call point was activated (the affected floor) will be evacuated first alongside the floor above it, and the ground floor.

For example, if the fire alarm is activated on the fourth floor, the fourth and fifth floors will be evacuated first.

**Phase 2, 3 and on:** Following the first phase, pairs of floors above the affected floor and the one above it will be evacuated next until all of the above floors have been cleared. For example, if the activation is on the fourth floor, the sixth and seventh floors will be evacuated next.

The floors directly below the affected area will be evacuated once the above floors have been evacuated until the entire building has been cleared. For example if the activation is on the fourth floor then the next phase will consist of the third and second floors. A phase will be activated every 2.5 minutes.

**The fire alarm at Colindale will be tested every Tuesday evening at 5:30pm.**

## Fire Assembly Point

On the evacuation of the building please proceed to the nearest Assembly Point to your exit following instructions from Security and Fire Wardens.

The Assembly Point for evacuating via the south of the building is located at Platt Hall which is across The Graham Park Way via a zebra crossing.

The Assembly Point for evacuating via the north of the building will be located on the open space adjacent to Hazel Close. Remain at the Assembly Point until you have been advised it is safe to return. Do not leave the assembly point either by car or on foot without permission.

## Personal Emergency Evacuation Plans (PEEP)

In the event of a fire or emergency evacuation, Fire Wardens will ensure everyone reaches the nearest exit. Fire Wardens and the security team are trained to co-ordinate and assist with the evacuation of staff who require extra support.

If you feel you are unable to undertake the fire evacuation procedure without assistance from your colleagues, inform your line manager and they can prepare a [Personal Emergency Evacuation Plan](#) (PEEP) for you so that in the event of a fire you will be helped to leave the building.

# How do I keep my data safe?

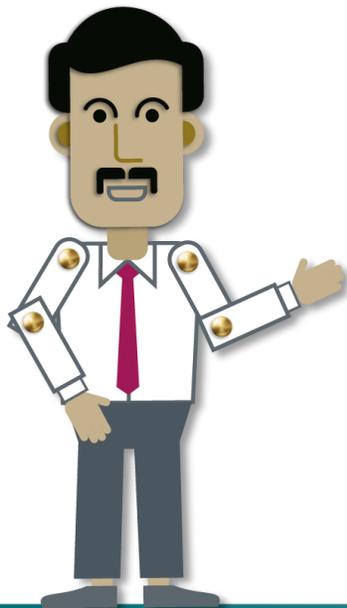
Working in an open plan office is a great opportunity to collaborate with different colleagues, however, please be aware of how you have your sensitive conversations.

Never leave your desk without locking your laptop or securing confidential documents.

## Remote working

Using laptops and taking work documents outside the normal office environment means that there may be an increase in security risks.

Ensure you are have completed your mandatory GDPR training around data and information security (this also includes a model on health and safety in the workplace).



Never leave your laptop open in public, store it in a safe place and never have confidential phone calls or meetings in an open environment.

## Privacy screens

For Barnet Staff who regularly work with secure data in public spaces or spaces where unauthorised persons could view their screen privacy screens are available.

Speak with your line manager to obtain a privacy screen for use.

# Other useful information

Make the most out of Colindale



# Lunch and refreshments

## Costa Coffee

As well as the many local cafes and restaurants close to the building there will be a full Costa Coffee on the ground floor serving hot and cold drinks. This is due to open in June

This will also be available for use by local residents or visitors to the area seven days a week.

Costa Coffee have agreed to provide a 5% discount for all staff, with further discounts available to those that bring their own reusable coffee cup.

## Free tea and coffee, and vending machines

Free tea and coffee is also provided in each kitchen alongside hot and cold filtered water taps.

Vending machines and premium coffee machines are also available around the building to purchase drinks and snacks.



# Shower and changing facilities

Shower and changing facilities on the ground floor will include nine fully enclosed showers, one of which is a dedicated accessible shower room.

An additional drying room has also been developed to include lockers, mirrors and hairdryers for staff use.

These are shared facilities that any of our staff can use. Please help keep them clean and tidy by removing all items including clothes, hangers and toiletries after use. The showers will be cleaned daily and any items left will be disposed off.

## Lockers

Lockers will be installed over the summer and a process for allocation will be shared with staff once available.

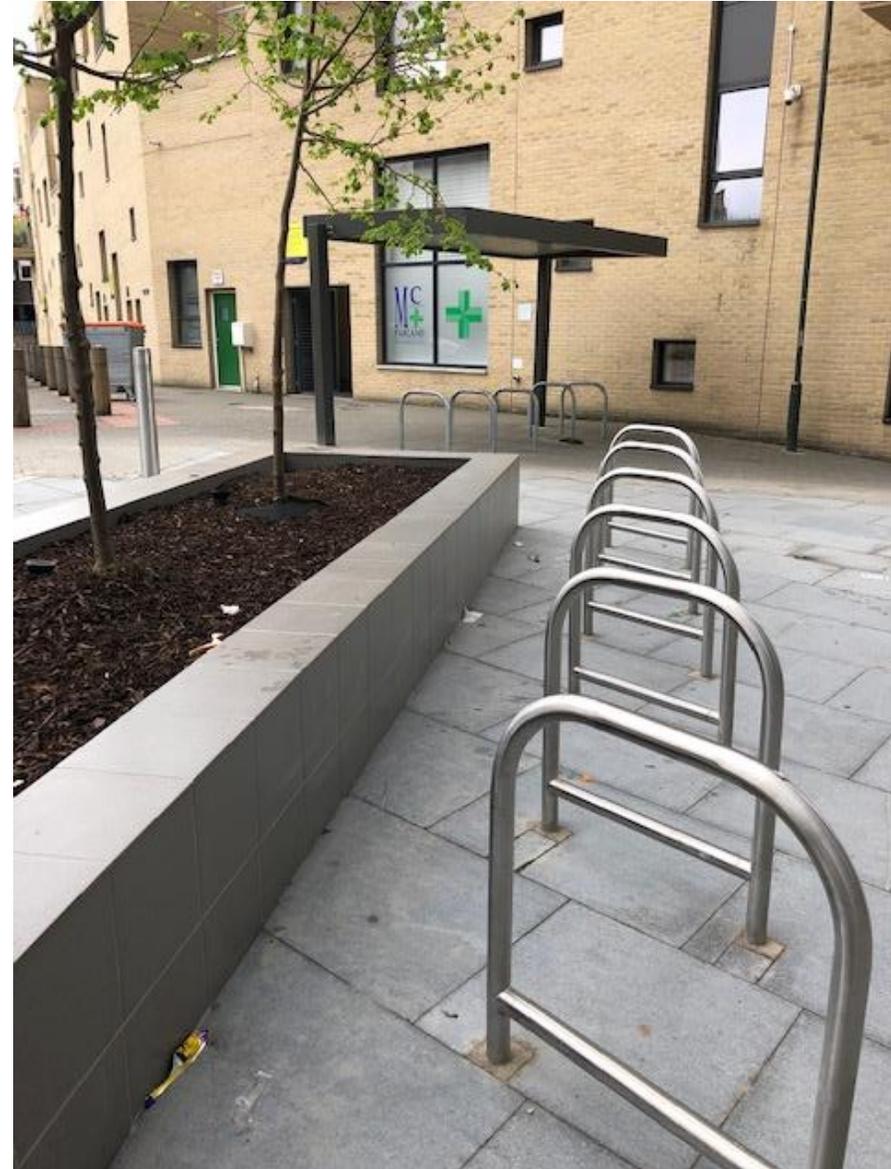


# Bike storage

## Cycle racks

81 bike storage spaces are available next to the building.

Those closest to the building will be open to the elements but additional, covered cycle parking in the local area is being agreed.



# Accessibility

## Toilets

Accessible toilets are available on each floor of the building.

## Hearing loops

Dedicated meeting rooms are equipped with hearing loops that will be bookable on the central system.

For one to one meetings portable hearing loops are bookable via Facilities Management Team by contacting them on 020 8359 3549.



## Parking

There are five disabled parking spaces directly outside the Colindale building (on Valentina Avenue) for blue badge holders.

In addition, following parking regulations, any blue badge holders can park free of charge in any Controlled Parking Zone (CPZ) in and around the area at any time.

A further 15 extra wide parking spaces have also been identified 0.1 mile away (1 to 2 minutes) for staff and visitors that don't have a blue badge but need reasonable adjustments to be made to access the building. Access will be managed by HR.

# Multi-faith Room

A multi-faith room for staff use can be located on the ground floor of the Colindale building.

# Parent and Child Facilities

A small area has been made available to provide privacy for nursing mothers for breastfeeding, bottle feeding and any other child care needs during the working day. The room is located on the ground floor just through the staff barriers.



# First Aiders

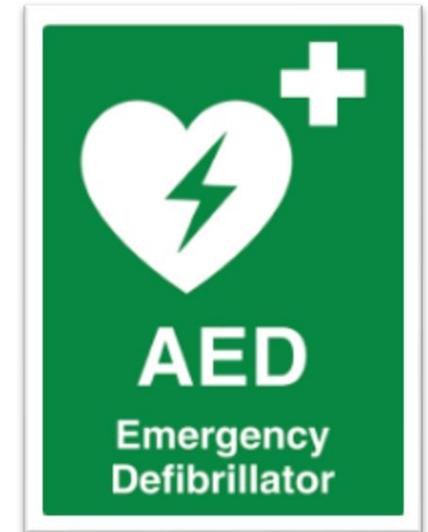


If you have an accident in the building, you should contact the first aider on the floor that you are working on.

The first aider will support and, if necessary, instruct reception staff to contact the emergency services. If you are injured, contact your line manager as soon as possible and [complete an accident and incident report form](#).

**The first aid room is located on the ground floor.**

**A defibrillator is also located on the ground floor**



# Health and wellbeing programme

The Colindale building has been designed with your wellbeing in mind.

## Roof terrace

The fourth floor roof terrace is a good size and with picnic style benches positioned around it provides the perfect setting for an outdoor meeting or to encourage you to get away from your desk for a lunchtime break. Green roofs have been proven to reduce stress and improve air quality.

Smoking or vaping is not permitted.

## Standing desks and office furniture

You'll find standing desks on all floors across the building – standing

meetings have proven to be more efficient and get you on your feet.

## Health and wellbeing programme

Teams in public health will be developing a programme of health and wellbeing activities for staff members to get involved in.

## Step jockey

Step Jockey, a work place wellbeing app that encourages you to swap the lift for the stairs, with stair climbing challenges and leader boards planned. You can download the app and start tracking your steps from the app store on your mobile phone.



Visit the [employee wellbeing hub](#) for more information on staff wellbeing initiatives.



# Building principles

## Clean desk policy

Personal belongings (including your laptop, charging cable, mouse and headset) should be put in your locker at the end of the day or taken home. It is up to individuals to leave the desk they have been working at clear and tidy, ready for another colleague to use.

Personal possessions (e.g. laptops, mugs etc.) should also be cleared when leaving a desk for a long period of time (over three hours). These should be placed in personal lockers. Working documents and files will also need to be cleared and can be stored in team cabinets.

## Be a good neighbour

If you only need a desk for an hour or two during the day, please consider working from one of the breakout areas or touchdown spaces to allow for colleagues who need a desk to have one. When you leave your desk, leave it as you found it – this means wiping down coffee cup stains or clearing crumbs so it's a nice environment for the next person.

We are also operating a non-territorial desk policy so if someone outside your team uses an area in your home hub, please be welcoming.

# Housekeeping

## Kitchens and dishwashers

Kitchens are communal areas, so we ask that you clean up after yourself, ensuring that work surfaces and sinks are wiped down and cups, other crockery and cutlery are washed up and stored tidily.

Kitchens are equipped with dishwashers please take responsibility for stacking and emptying the dishwashers each day.

## Fridges

Food stored in fridges should be well wrapped and labelled. Cleaning staff will dispose of any food that is left in the fridge over the weekend so please remove any food by Friday afternoon.

## Marketing and communications

There are fixed poster sites and digital screens well placed throughout the building. Staff are asked not to put posters and leaflets up on any walls or communal areas. They will be removed as part of the daily cleaning schedule. If you have messages you would like to share with staff you should contact [Maureen.McDermott@Barnet.gov.uk](mailto:Maureen.McDermott@Barnet.gov.uk) in internal communications for advice.

