

WoW staff guide

New 'ways of working'

Edition 2 - December 2020

COVID-19 and the new normal

CONTENTS

1.1 Chief Executive's Update: December 2020	3	4.5 All about risk assessments	12	6 LEARNING FROM HOME	19
Welcome to the second edition of our WoW staff guide	3	4.6 Guidance and compliance	13	What we have on offer	19
2 THE ROAD TO RECOVERY	4	Government and NHS guidance	13	Mandatory online training modules	19
2.1 Protect your loved ones. Download the app.	4	Compliance - managerial and employee responsibility	13	How to access the Learning Zone	19
2.2 What to do if there is an outbreak	4	5 KEEP WORKING FROM HOME	14	Further details	20
Managers	4	5.1 Digital Hub	14	7 INTRODUCING YOUR TRADE UNION REPRESENTATIVES	21
2.3 The Road to Recovery	4	A quicker, easier online service desk	14	GMB - Active H&F officers	21
2.4 Do you have any questions about recovery?	5	How do I access it?	14	Unison - Active H&F officers	21
3 STAFF WELLBEING	6	5.2 Starters and leavers	14	8 GETTING INVOLVED	22
3.1 Employee Assistance Programme (EAP)	6	5.3 Other equipment	15	9 WHAT TO EXPECT IF YOU ARE RETURNING TO THE WORKPLACE	23
Introducing the Workplace Options App - iConnectYou	6	5.4 Maintenance of lockers	15	Face coverings	23
3.2 Becoming a Dementia Friend	7	5.5 Environmentally friendly remote working	15	One-way systems	23
H&F Dementia Champions - call to action	7	5.6 Useful guides for working remotely	15	Toilet facilities and social distancing	23
3.3 Flu jabs	7	Getting the most out of Microsoft Teams	15	Satellite locations	23
3.4 Coping with bereavement and loss	7	Running effective Teams meetings - tips and tricks	16	Reception	24
3.5 Financial resilience	8	5.7 What's new	16	Sanitisers	24
3.6 Looking after your mental health	8	Are you missing H&F? Are you feeling a little disconnected?	16	Lifts and stairs	24
Talk to your manager	8	5.8 Desk-Smart: our new, easy desk booking system	16	Workstations, booths and collaboration zones	24
3.7 About the Wellness Centre	8	5.9 It's all a load of rubbish: How to deal with your confidential waste whilst working from home	17	Meeting rooms and visitors	24
3.8 Domestic abuse	9	5.10 Tax relief and working from home	17	Multifunctional devices (mfd) and copiers	25
Are you experiencing domestic abuse? You are not alone.	9	5.11 Team days	17	Recycling and waste of PPE	25
Spotting the signs of domestic abuse	9	5.12 Returning laptops	17	Cleaning	25
4 HEALTH AND SAFETY	10	5.13 84 per cent of staff have completed their mandatory GDPR eLearning	18	Cycle racks and shower rooms	25
4.1 What to expect if you are working in the borough	10	Are you one of the 16 per cent that hasn't?	18	Use of corporate vehicles	25
4.2 Safety incident reporting	11	5.14 Allocation of IT kit for working from home	18	Personal deliveries	26
4.3 Health and safety responders	11	Are you working from home?	18	Facilities fault reporting	26
Appointed first aiders	11	5.15 Joining a Zoom meeting	18	Parking	26
Fire evacuation coordinators	12	5.16 We will open up office space for staff unable to work from home where it is safe to do so	18	Equality impact assessments (EIA)	26
4.4 Share not declare	12			10 TELL US WHAT YOU THINK	27
				Here's what you told us last time	27

1

1.1 Chief Executive's Update: December 2020 **NEW**



Welcome to the second edition of our WoW staff guide

Since we published the first edition in August, so much has changed. Sadly, we are now in the midst of a second wave of the COVID-19 pandemic with another lockdown imposed to protect more lives.

In H&F we continue to respond well, working hard to deliver services to our residents, schools, businesses, customers and innovating our practices to keep us all safe and well. My thanks go out to every single member of H&F staff and agency colleagues for such outstanding performance, pace and compassion.

I wrote a [blog](#) recently on isolation, loneliness and the importance of keeping connected to each other, our services and our borough and I really don't underestimate the impact of COVID-19 on our wellbeing so please take care.

Sharing your thoughts and ideas is perhaps even more important now so I value the feedback you've shared already about our new ways of working and I hope you can see that edition 2 builds even more on your feedback.

My ambition is to modernise work/life balance with a safe and supportive workplace solution alongside an agile home working offer. However, for now I'm asking every one who can to work from home and allow us to focus on tackling COVID-19.

We've produced Connect, our staff magazine, on line so you can connect with colleagues coming in to work in our borough and enjoy a good read during a break. The big news is the Hammersmith Town Hall extension is now demolished revealing a beautiful town hall façade. Many thanks to everyone working on the civic campus programme. Tell us what you think about the magazine - If you would like to see a particular feature in a future edition email us via engage@lbhf.gov.uk

We're finalising the desk booking tool, Desk-Smart, so when we do start returning to the offices you'll be able to book a socially-distanced desk before you come in – every little bit helps!

Kind regards,

Kim Smith
Chief Executive

2

The Road to Recovery

2.1 Protect your loved ones. Download the app. **NEW**

The NHS COVID-19 app is available to download for free in England and Wales and is the fastest way to see if you're at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and community.

The app has a number of tools to protect you, including contact tracing, local area alerts and venue check-in.

[Find out more and get the app here.](#)

2.2 What to do if there is an outbreak **NEW**

Managers

Does someone in your team have coronavirus?

[Here's what to do.](#)

2.3 The Road to Recovery

We have followed government guidance which sets out the steps to working safely, and now is the time to carry out a review of all risk assessments.

We will continue cleaning, handwashing and hygiene procedures, helping people to work from home, maintain 2m social distancing where possible, and where people cannot be 2m apart manage transmission risk.

Our key principles for a successful recovery continue to be:

- Staff wellbeing
- Adherence to government and NHS guidance on return to work and self-isolation
- Health and safety and risk assessments
- Being clear on who should return to the workplace and when
- Being clear on what to expect when returning to our buildings
- Being clear on what to expect if you are working in the borough
- Dedicated health and safety responders and updates in terms of a second wave

- Working from home and best practice for working and managing teams remotely
- What we're working on.

Please make sure you are familiar with everything we are doing in terms of recovery including details of who should return and when by visiting our [Road to Recovery intranet section](#).

2.4 Do you have any questions about recovery?



Our FAQs, Road to Recovery and COVID-19 pages on the intranet host a range of useful information from sickness and absence guidance, to advice for managers and frontline workers.

So if you need guidance on securing PPE as a frontline worker, want to get a free flu jab, or have a question about recovery, check out our intranet pages:

- [Road to Recovery](#)
- [COVID-19](#)
- [FAQs](#)



3

Staff wellbeing

We recognised from the start that your resilience during this pandemic is boosted if we focus on your wellbeing. Wellbeing Wednesdays have been hugely successful and, based on your feedback, we have ensured a programme of activity which will run into the new year. [Visit our web pages here](#) to find out what's coming up at future Wellbeing Wednesday sessions.

We've also created the Build My Resilience section on the intranet which includes a wide range of tools and resources to help you improve your resilience as you continue to work within this new environment.



3.1 Employee Assistance Programme (EAP) **NEW**

Introducing the Workplace Options App - iConnectYou

We all need help sometimes, and now it's even easier to get support. Workplace Options, the provider of our Employee Assistance Programme, has now launched iConnectYou – a mobile app providing you support and advice at your fingertips.

The app will instantly connect you with professionals for in-the-moment support and help finding resources for you and your family.

You can download iConnectYou from the Play store (Android) or AppStore (iPhone), and register using the iCY passcode: **28705**.

[Take a look at the quick start guide](#) for details of how to download and use this convenient app.

And don't forget, the iConnectYou app is just one way you can find support via the EAP.

The EAP is a free, confidential and independent service available at any time – 24/7, 365 days a year, available also by phone, email, text, instant

messaging or web. You can receive information and support from qualified professionals for any issues that are important to you or your family. The EAP offers free counselling and resources to help you with whatever issues you may face.

[Find out more here.](#)

3.2 Becoming a Dementia Friend **NEW**

H&F Dementia Champions – call to action

As you may know, particularly if you have joined a Dementia awareness session, one of our manifesto



commitments is to support Hammersmith & Fulham in becoming a Dementia Friendly Community. To do this we are working in close partnership with the H&F Dementia Action Alliance and the Alzheimer's Society.

As we continue on our journey to becoming a Dementia Friendly Community, our partners have asked for our help to increase the

momentum and spread the word, so we would love to hear from you if you would like to get involved and support this very worthwhile cause.

If you are already a Dementia Friends Champion, would like to know how to become one, or would like to join us in supporting this important campaign please email dementiafriends@lbhf.gov.uk and we will be in touch.

3.3 Flu jabs **NEW**



More than ever before, it's important for as many of us to get a flu jab as soon as possible. And this year, it's free for all staff.

Because of the risk of flu and COVID-19 co-circulating this winter, the national flu

immunisation programme will be absolutely essential to protecting vulnerable people and supporting the resilience of the health and care system.

Getting your flu voucher is quick and easy – simply email vaccinations@lbhf.gov.uk with your name and address and one will be sent to you. We will only use your address to send out the voucher and will delete the information as soon as the voucher has been dispatched.

You can get the jab locally at your nearest Superdrug – you don't need to come to Hammersmith & Fulham.

Some staff might be eligible for flu jabs on the NHS - [click here for further details.](#)

3.4 Coping with bereavement and loss

We know how painful bereavement can be, and we'd like to offer staff a virtual space where they can support each other through this difficult time. One of our Wellbeing Wednesday sessions focused on bereavement and loss, and the recording of the session is on our [resilience pages](#). If you were unable to join, or just didn't

feel like participating in a large group, we hope that you will take some time to watch the session in private.

During the session some colleagues shared that they were currently grieving, and compounded by social distancing, lots of time at home, and a 'new normal', it is even harder to feel connected and supported through loss. For colleagues who are experiencing grief and loss, if you would find it helpful to spend some time with others who have suffered bereavement in a virtual space, please let us know and we will facilitate a group for you.

These support groups can be as simple as an online coffee or more in-depth discussing some of the things you are going through.

3.5 Financial resilience

Financial issues can disrupt your life and can create substantial stress for you and your family. To help minimise the impact, our Employee Assistance Programme can assist you with managing the many complexities with free consultations for advice on topics ranging from credit to saving for retirement. Through professional advice the service can save you

time while providing valuable information and peace of mind.

3.6 Looking after your mental health



The [Access to Work Mental Health Support Service](#) is a free service available to individuals who are experiencing difficulties at work due to depression, anxiety, stress and/or other mental health conditions.

Talk to your manager

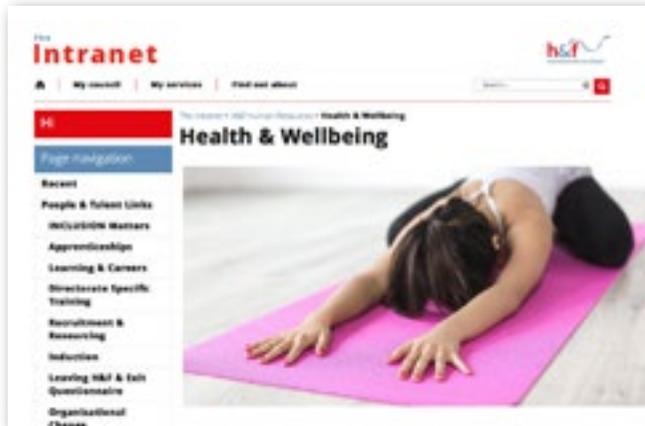
Remember, it can help to talk to your line manager if you're feeling jaded or low. They can help by being a sounding board and help to alleviate pressures by reallocating work or changing the pace if needed.

3.7 About the Wellness Centre

We are committed to the health and wellbeing of [Our People](#) and our [Wellness Centre intranet pages](#) provide a wide range of health and wellness offers for staff including some fantastic resources from our partners, such as the NHS and Public Health England, for healthy living information and advice.

We value your wellbeing and are committed to supporting and empowering you to take responsibility for your health. We're proud to be part of the London Healthy Workplace Charter, endorsed by Public Health England.

[Click here](#) to find out more about our online monthly wellbeing seminars or [visit here for the Wellbeing pages](#).



In addition to the wide range of resources available, the Wellness Centre can support you with:

- Absence management
- Risk assessments
- Health surveillance and prevention
- Workplace immunisations
- Help with stopping smoking
- Increased physical activity
- Promoting healthy eating

For more information visit our [intranet pages here](#) or contact the team directly at wellness@lbhf.gov.uk

3.8 Domestic abuse

Are you experiencing domestic abuse? You are not alone.

Domestic abuse is a pattern of behaviour on the part of the abuser designed to control their partner. It can happen at any point in a relationship, including after you have split up.

Anyone forced to change their behaviour because they are frightened of their partner or ex-partner's reaction is experiencing abuse. Domestic abuse can happen to anyone, regardless of age, background, gender, religion, sexuality or ethnicity.

Domestic abuse is never the fault of the person who is experiencing it.

Domestic abuse is a crime.

We are preparing to sign up to the Work to Stop Domestic Abuse Charter. This means that we will be committed to the 'Work to Stop Domestic Abuse' campaign and fully recognising that for many people, the workplace is not just a vital source of independent income but can also be a source of support, enabling staff to be safe at home and at work.

Spotting the signs of domestic abuse

- Is your partner jealous and possessive?
- Are they charming one minute and abusive the next?
- Do they tell you what to wear, where to go, who to see?
- Do they constantly put you down?
- Do they play mind games and make you doubt your judgment?
- Do they control your money?
- Do they pressure you to have sex when you don't want to?
- Are you starting to walk on eggshells to avoid making them angry?
- Do they monitor or track your movements or messages?
- Do they use anger and intimidation to frighten and control you?

To find out more or get help, visit the [Refuge National Domestic Abuse Helpline website](#) or call freephone, 24-hour National Domestic Abuse Helpline on **0808 2000 247**.

4

Health and safety

4.1 What to expect if you are working in the borough

NEW

Our default position remains that staff should be working at home if they can, but we know there will be some staff who need to work in the borough to carry out business-critical service delivery such as visiting residents' homes.

While local risk assessments have been drawn up for those who need to work in the borough, here is some guidance for you.

Staff that travel into and around the borough on council business via public transport must follow the law, wearing a face covering (unless exempt) and observe the social distancing information provided through signage on walls, floors, on buses and on trains. These regulations also apply to entering a retail premises. It is advisable to sanitise your hands before removing your face covering if you have been on public transport or in retail premises, especially if you cannot avoid touching surfaces, for example, when using handrails to move through a bus or train carriage.



Staff entering council buildings are advised to wear face coverings in all communal areas, except when eating or drinking. In November this requirement was extended to office staircases, landings and stairwells and any other zones where, despite social distancing information already in place, it was foreseeable that you would pass within two metres of someone. Information on lift maximum capacity during COVID-19 is on the social distancing notice outside each lift door on every landing. The maximum capacity must not be exceeded. If the lift occupancy maximum is more than one person (ie. because two metres can be achieved and maintained) you may choose to wear a face covering when sharing the lift with someone even at two metres distance.

The wearing of a face covering is also acceptable if working in busy open-air zones, for example around Hammersmith Broadway, King Street or North End Road market at busy times of the day. Some services, such as street enforcement and our cleansing and recycling provider, already have this measure in place as part of the risk control measures for their teams.

When working in the borough for your essential service, remember to refer to the risk assessment for your service and to ask your line manager if you are unsure of anything around your safe working practices during COVID-19.

4.2 Safety incident reporting **NEW**

All safety incidents (accidents, injuries and near-miss incidents) must be reported on AIRS. This includes safety incidents not resulting in injury (reported as near-miss incidents on the system) and if you are personally threatened.

All safety incidents must be investigated by your line manager through AIRS so it's important to enter your line manager's current details when **reporting**.

For further advice contact health and safety corporatehealthandsafety@lbhf.gov.uk

4.3 Health and safety responders **NEW**

The roles of appointed first aiders and fire evacuation coordinators are explained as follows:

Appointed first aiders

Managers will need to know how to:

- Take charge and arrange for medical assistance
- Manage the stock of first aid equipment (where this is not carried out as a facilities management function)
- Check the defibrillator is in the correct place
- Make a record of any first aid incident during their shift, where no other person has done so.

Appointed first aiders are not required to carry out first aid, but if they are interested in being trained in emergency first aid, a course can be arranged for them to attend.

Managers who are appointed first aiders must complete the IBC Learning Zone short briefing called 'First Aid, Immediate Response'.



Fire evacuation coordinators

Managers will need to know how to:

- Take charge in marshalling people off the floor to the nearest fire exits
- Carry out a search and sweep of the floor
- Coordinate and keep together the group from the floor at the assembly point
- Liaise with fully trained fire evacuation officers and buddies for those with a personal emergency evacuation plan (PEEP)
- Liaise with the person in charge at the assembly point.

Fire evacuation coordinators are not required to be trained in practical use of fire extinguishers.

Fire evacuation coordinators are required to wear 'fire warden' high visibility waistcoats for ease of identification in an emergency. Fire warden high-visibility waistcoats will be hung on coat hooks at main exits from the floor in the main council office buildings.

Managers who are appointed fire evacuation coordinators must complete the IBC Learning Zone short briefing called 'The coordination of fire evacuation'.

Managers who have been appointed as fire evacuation coordinators and who are working in office buildings must make themselves aware of the fire warden high visibility waistcoat hung near main exits from the floor.

4.4 Share not declare **NEW**

It is important that you tell us what you think we need to know to support your safe return to work. You can use IBC Self Service to tell us about yourself including your equality characteristics. You can find how to update your personal details [here](#).

4.5 All about risk assessments

Both the employer and the employee have a shared responsibility in ensuring a safe working environment. Once we start to return to the 'new normal', we want to hear from you if you have reasons to be concerned about returning to work due to a disability or underlying medical conditions, or because you live with someone with a disability or underlying medical concerns or for any other exceptional personal circumstances. If you and your manager have

undertaken an individual risk assessment, you will need to review periodically.

The information you provide will be treated in strict confidence. It will enable your manager, with support from people and talent and health and safety, if appropriate, to support your return to work.

If in doubt, our default position remains to 'work from home'.

Further advice and guidance is available from our corporate health and safety team: corporatehealthandsafety@lbhf.gov.uk

4.6 Guidance and compliance

Government and NHS guidance

The government and NHS guidance on return to work and self-isolation will continue to apply.

- Anyone with COVID-19 symptoms must self-isolate for 10 days or longer if they have a high temperature until the temperature returns to normal. They must not return to work during this time. Find out more at www.gov.uk/coronavirus

- Anyone living with someone who has symptoms must self-isolate for 14 days from when their symptoms first started and must not come to work during this time. Find out more at www.gov.uk/coronavirus
- Anyone contacted through the Test and Trace programme must self-isolate for up to 14 days, depending on the last contact with the person who has tested positive. Find out more at www.gov.uk/guidance/nhs-test-and-trace-how-it-works
- Staff are required to let their manager know if they are displaying symptoms.

Compliance – managerial and employee responsibility

The council will not condone non-compliance with arrangements put in place to protect employees or customers in relation to good public health practice, general health and safety regulations and COVID-19 legislation and associated guidance. Whilst the council's approach to non-compliance will be that of cooperation and dialogue, any failure to comply may give rise to disciplinary action.

Guidance for managers if a staff member is displaying symptoms is available on the [COVID-19 intranet pages](#).

Monitoring the health and wellbeing of employees

Monitoring the health and wellbeing of employees during this time is very important. This applies equally whether you are working from home or returning to the workplace. This is to ensure that you feel connected with the workplace and feel supported.

5

Keep working from home

5.1 Digital Hub **NEW**

Digital services (IT) have done a remarkable job of ensuring that as many people as possible are able to work from home during lockdown, including fixing more than 90 per cent of issues within 30 minutes. They will continue to support staff through the road to recovery.

A quicker, easier online service desk

The new service desk is a quicker, more intuitive and user-friendly way to log an IT call. It is more convenient as you don't have to wait for the phone to be answered, and clear, relevant screens make it easy to request something new (service requests) and to report issues with an on-going service (incident).

A red/amber/green indicator will also show you the status of the main IT services, providing the current updates.

How do I access it?

Access the new system in the same way: start typing 'Support Works Self Service' in the Windows menu (look for the yellow smiley face!) or access via [the Digital Hub on the intranet](#).

To get the most out of the new system, please [click here](#) to read the short user guide.

The digital services team have worked hard bring this to you so help make sure they've got it right – use the feedback option on the homepage of the Support Work Self Service homepage.

If you have any problems with access, please call the Service Desk on **020 8753 4000**.

5.2 Starters and leavers **NEW**

Please remember that it's important to process leavers in the ['Starters & Leavers' \(S&L\) system](#) as well as in IBC portal before they leave. Making a team member a leaver in the IBC portal ensures that final pay is correct, and making a team member a leaver in the [S&L portal](#) triggers a reminder to managers with information about what equipment needs to be returned. This could include monitors and chairs and, with so many people working from home, it's a helpful reminder for arranging returns and aligns with our priority to be ruthlessly financially efficient at all times.



5.3 Other equipment **NEW**

Other equipment such as headsets, chairs and monitors will be provided if your DSE assessment evidences this requirement.

The process of getting equipment to you (once you have completed the DSE risk assessment) if you are working from home is easy. [Here's how.](#)

Want to know more or need a manual form? Contact corporatehealthandsafety@lbhf.gov.uk

5.4 Maintenance of lockers **NEW**

If you have a locker that you have not accessed for some time and which may contain perishable items please contact facilities management so that arrangements can be made to empty the contents.

Contact fmhelpdesk@lbhf.gov.uk

5.5 Environmentally friendly remote working **NEW**

The environmentally friendly benefits of working from home are great - from fewer cars on the road to less printing. In fact, did you know, we've already dropped our printing by 80 per cent? Together we can drive it down even more.

5.6 Useful guides for working remotely **NEW**

We know remote working can sometimes be difficult. If you need some tips and tricks to help make this as productive for you as possible, you can find our handy quick tips - 'Working remotely' and 'Managing virtual teams' - [here](#).

Getting the most out of Microsoft Teams

Have you paid a visit to the Digital Hub yet? We published user guidance that you may find helpful [here](#), including guidance for you to share with external attendees joining your meetings.

See the guidance notes to help you set up and join online Teams meetings.

As always, we recommend that you are confident that the caller is who you expect before you allow them to join your meeting - see secure online meetings.

Running effective Teams meetings – tips and tricks

Live captions

All Teams meetings have the facility to turn on captions for deaf or hard of hearing attendees. Each attendee can choose whether to show them or not – you will see the option under 'More Actions' in the tool bar (look for 'Turn on live captions'). This facility is not available in Teams telephone calls but it's not a problem as you can set up a 121 Teams meeting if needed.

Try out 'Together' mode and have a bit of fun

You will need to have at least five people on the call

- Start your Teams call
- Click the three dots icon
- Choose the 'together' mode option
- You will see everyone in a gallery.

White board

- Start your Teams call
- Select the share button (from the share section of the meeting)
- Select 'Microsoft Whiteboard' from the whiteboard panel
- Press 'Setting' and export image to save
- To zoom in and out use your mouse, pinch your screen or use the pan/zoom button.



Polls and surveys

- Go to the Teams channel or chat window in which you want to include a quick poll
- Click on the three dots icon in the chat window, and choose Forms (you might need to click 'More apps' if you can't see Forms as an option)
- Add your question and options, and then click next
- Click on 'multiple answers' if you want people to provide more than one answer
- Preview your poll, and then click edit if you want to make changes
- Click send when you are ready to post.

5.7 What's new **NEW**

Are you missing H&F? Are you feeling a little disconnected?

Check out the reboot of CONNECT, our popular staff magazine. It's for staff, by staff and is a great way of keeping connected with the organisation and your colleagues.



And, remember, if your team has done something fabulous, or you know about an event, achievement or change in the way we do things, email: engage@lbhf.gov.uk

5.8 Desk-Smart: our new, easy desk booking system **NEW**

We have launched our brand new desk-booking system, Desk-Smart. For now, it has only been

rolled-out to business-critical service users (P1 and P2) as we need to be careful to restrict access to the workplace whilst we continue to go through the second wave. However, as we start to recover, the new facility will support us in effective new ways of working.

5.9 It's all a load of rubbish: How to deal with your confidential waste whilst working from home **NEW**



We should all be keeping our printing and paper-based documents to a minimum, however, we understand that sometimes there are reasons why you might have confidential waste. We need to be reassured that all confidential waste is dealt with appropriately and securely and if you think you need a shredder, we can provide a small one to you. All you need to do is raise a request through facilities management (FM).

Contact fmhelpdesk@lbhf.gov.uk

5.10 Tax relief and working from home **NEW**

Many of you are continuing to work from home on a sustained basis and we wanted to remind you that you can apply to claim tax relief from the government. Our colleagues in Hampshire have determined the best way for staff to claim this is directly through the government's tax relief site.

[For more information, see the intranet.](#)

5.11 Team days **NEW**

We know that there cannot be a 'one fits all' approach for team days and we are acutely conscious of the need to keep colleagues safe in light of the increase in numbers of those affected by the virus. So, in order to take precautions, we have agreed to work with colleagues in the Economy to pilot a 'team day' approach in conjunction with the new desk booking facility. This will be slightly delayed as a result of the second wave of the pandemic but as soon as it is safe to do so we will start piloting our approach to team days.

5.12 Returning laptops

We're seeing a significant increase in requests for new laptops. This is likely to be because of the effects of the pandemic, with more staff having to work remotely. Our stock is running very low, and we're struggling to keep up with the demand. But we believe there are plenty of laptops that are still assigned to staff who may have left, and we need your help to recover them so that they can be reassigned. Teams shouldn't be holding on to laptops for their own future recruitment, as this means we have to buy more laptops when we might not need to. By returning a leaver's kit to digital services you're also helping us to be ruthlessly financially efficient and prepared to set up new starters quickly. Let us know if you have laptops that are no longer in use by raising a service request through [Support Work Self Service](#).

→ Using the search function in the self-service portal type "Return" and then click on "Hardware - Return of IT Equipment"



5.13 84 per cent of staff have completed their mandatory GDPR eLearning

Are you one of the 16 per cent that hasn't?

Play your part in protecting our residents and staff by being fully aware of your data protection responsibilities. You can help us get to 100 per cent and do your mandatory learning at the same time.

For details on how to access learning from home go to section 6.

5.14 Allocation of IT kit for working from home

Are you working from home?

You can follow up the [Display Screen Equipment \(DSE\) risk assessment and request equipment](#) to help you work from home.

The standard IT kit for home working can include a laptop, mobile phone, keyboard, mouse and riser.

5.15 Joining a Zoom meeting

Although we advise that Teams should be used to host all meetings in H&F, we recognise that sometimes H&F staff are required to join external meetings that are hosted using other online meeting tools such as Zoom. If you have a business need to join a Zoom meeting, you are now able to do so using your default Edge Chromium browser. You do not need to install Zoom to join a meeting – you can simply join using the meeting invite sent to you.

5.16 We will open up office space for staff unable to work from home where it is safe to do so

If you have concerns about continued home working, speak to your line manager on a confidential basis. Fill in an individual risk assessment together and return the form to your HR Business Partner. Your details will be confidentially assessed, and a further discussion will be arranged to review your working arrangements.

6

Learning from home

NEW

All face-to-face learning and development has moved to virtual methods of delivery.

Our Learning Zone online self-service model can facilitate and implement remote learning and development from your laptop. It can also assign available learning and development offers to your account, track engagement and provide support to you, wherever you are.

What we have on offer

Our Learning Zone offers over a hundred online personal growth and skill modules, mandatory equality at work, induction, data protection and information security modules (GDPR) and targeted management development programmes.

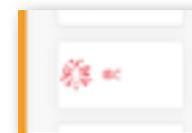
Mandatory online training modules

The following modules are all mandatory online courses that can be accessed via the Learning Zone and which all staff (including external users) are required to complete. It's essential that you complete these courses as we need to be reassured that our workforce is properly informed about what really matters to H&F. It's also important for you to know that the mandatory courses are regularly monitored to ensure that we are reaching our completion rates.

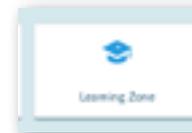
- Induction – two modules: Welcome to H&F and How the Council Works
- Equality and diversity in the workplace (new)
- Unconscious bias
- Data Protection and Information Security: Part 1
- Data Protection and Information Security Handling Data: Part 2
- Health and safety induction
- Fire safety awareness induction
- Workplace wellbeing and manual handling

How to access the Learning Zone

If you are an internal employee there is a simple three-step process to access the Learning Zone:



Select the IBC tile from the intranet quick links



Once you have entered IBC, select the Learning Zone tile



Once you have entered the Learning Zone you can search for online L&D offers

For further detailed instructions or assistance please email learningandcareers@lbhf.gov.uk

Accessing the Learning Zone if you are an external user

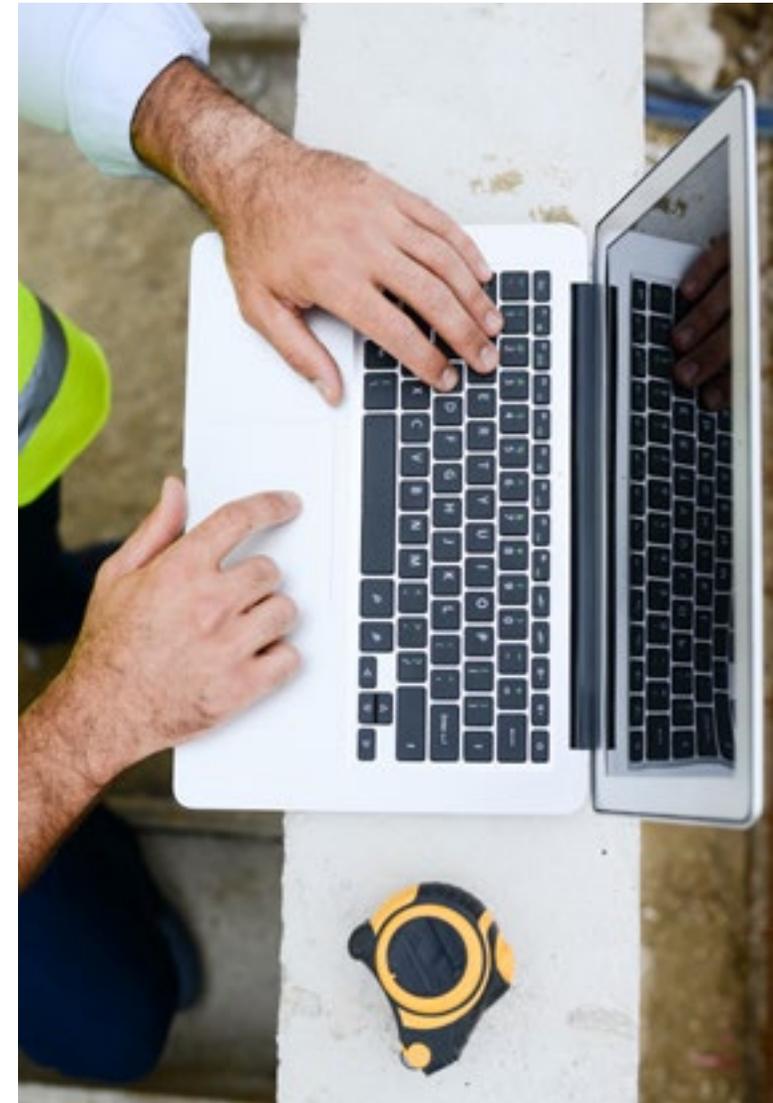
- If you require access to the Learning Zone but are not an employee of Hammersmith & Fulham, you will need to register as an external learner.
- Contact your manager who is authorised to make this request for you.
- The manager will need to fill out the request external access to Learning Zone form.
- The team will provide you with a Learning Zone registration code and organisation ID. (This can take up to 48 hours from the moment learning and careers receives an email from the manager).
- Once you receive your registration code and organisation ID, navigate to the external landing page. The page can be accessed [here](#).
- You might want to bookmark this address for future use.
- Under 'New User' click here to be taken to the 'create new account form'.

- A User ID will have automatically been generated. Make a note of it.
- Fill in all the required information, including registration code, organisation ID and password. Tick the check box if you agree with the statement then click submit.
- Email learningandcareers@lbhf.gov.uk with the user ID in order for them to assign the (mandatory) learning.

Further details

If you have any questions or specific requirements please email learningandcareers@lbhf.gov.uk

or visit our [Learning and Careers Page](#)



7

Introducing your trade union representatives

NEW

GMB - Active H&F officers		
Alex Reid	Branch president and health and safety officer	alex.reid@lbhf.gov.uk
Dave Davies	Branch secretary and health and safety officer	dave.davies@lbhf.gov.uk
Sarah Hurley	Senior steward	sarah.hurley@lbhf.gov.uk

Unison - Active H&F officers		
Peter Parkin	Branch secretary	peter.parkin@lbhf.gov.uk
Bruce Mackay	Branch chair	bruce.mackay@lbhf.gov.uk
Patsy Ishmael	Assistant secretary	patsy.ishmael@lbhf.gov.uk
Sarah Reinfor	Branch treasurer	sarah.reinfor@lbhf.gov.uk
Joyce Edmund	Health and safety officer	joyce.farrell@lbhf.gov.uk
Tim Dalrymple	Communication officer	tim.dalrymple@lbhf.gov.uk
Dionne Anderson	Administrator	dionne.anderson@lbhf.gov.uk

8

Getting involved

The H&F Way working groups – changing our culture through staff engagement:

1. **Behaviour in our workplace**
2. **Appraising performance**
3. **Recognising performance**
4. **Developing a healthy workplace**
5. **Developing an inclusive workplace**

Race, equality and inclusion working groups – driving forward our inclusion activity:

1. **Race equality monitoring group**
2. **Race staff progression group**
3. **Developing our managers and staff group**
4. **Race experience, culture and black history group**

There's still an opportunity to get involved and everybody's welcome. If you'd like to get involved with any of the H&F Way or race, equality and inclusion working groups, email engage@lbhf.gov.uk

9

What to expect if you are returning to the workplace

Face coverings

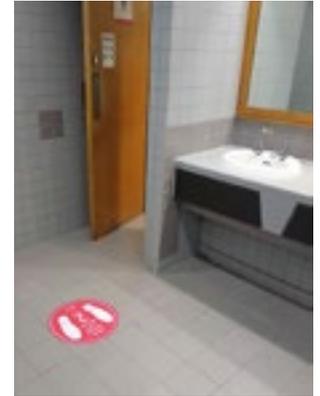
Staff entering council buildings are advised to wear face coverings in all communal areas, except when eating or drinking. In November this requirement was extended to office staircases, landings and stairwells and any other zones where, despite social distancing information already in place, it was foreseeable that you would pass within two metres of someone. Other infection risk reduction measures, such as hand hygiene dispensers at entrances and other key zones, social distance marking, physical barriers (screens), phased/reduced occupancy and enhanced cleaning regimes are the control measures in preparation for the buildings. The council has and will continue to purchase and provide face masks for all staff who need them for work (including those who need to travel as part of their duties). We will not be providing masks or face coverings for travel to and from work.

One-way systems

One-way systems on entry and throughout the buildings have been established where possible. To reach your floor, please follow the signs. These have clearly been marked out with new signs either on the walls or on the floors.

Toilet facilities and social distancing

Some of our office toilet facilities are small spaces and maintaining social distancing can be difficult. It is recommended that you use face coverings if you are unable to maintain a safe distance anywhere in the workplace.



Satellite locations

Whilst the operational arrangements set out in this section are primarily directed at arrangements for staff based at Shortlands, Clockwork and 145 King Street, advice and guidance on what measures need to be put in place for staff who are working at our other locations will also be provided.

We're not missing the opportunity to upgrade or discontinue using some other sites which need costly refurbishment or are not fit for purpose. We hope to have a clearer plan to share by the autumn so keep telling us what you think about the condition of our offices.

Reception

The number of people in the reception areas will be restricted to ensure social distancing can be maintained. We're working on what we can safely offer and re-open in the 145 King Street main reception – it's currently closed to walk-ins and there are a number of considerations about distancing, making payments, touchable surfaces and cleaning to think through fully.



Sanitisers

Regular handwashing remains the most effective hygiene method to control the spread of the virus. Hand sanitiser stations are also located at the entrance to each floor.

Lifts and stairs

The capacity of the main passenger lifts has been reduced to ensure your safety. A queueing system will be in operation. Direction of travel for staircases has also been clearly marked.

Anyone with mobility issues will be able to use lifts going up and down. Please try and limit non-essential trips within buildings and between floors. During a building evacuation, all stairwells and exits can be used.

Workstations, booths and collaboration zones

Available desk spaces have been reallocated based on essential need to services and departments, government guidance and on approval by the Recovery Board. The number of desks available for use have been reduced and are clearly indicated on the desks themselves. We would ask you kindly to follow the user guidance for desk usage, also available on the desks.



It is essential that items such as monitors, keyboards and mice are not removed. A clear desk policy is to be followed at all times to enable cleaning. If you require a reasonable adjustment, please speak to your line manager in advance of returning to the workplace

Booths and collaboration zones have also been re-arranged.

Meeting rooms and visitors

Capacity in meeting rooms has been limited in numbers and is clearly indicated on the door to each room. Visitors to our workplace must be by strict exception and meeting arrangements must follow corporate meeting room social distancing guidelines.

All meetings should be held remotely where possible. Where this is not possible, the host/ staff member arranging the visit will need to seek prior approval from their SLT member.

The host will then complete a generic risk assessment form and assess whether any visitors have special requirements. They'll also induct visitors both before arrival and on arrival in terms of the guidance in place for social distancing and hygiene e.g. staggered arrivals, use of facilities.

Please notify fmhelpdesk@lbhf.gov.uk of any requirements in terms of room layout and security.

Tea / coffee points, heat and eat areas

There are a number of tea and coffee points and heat and eat areas located on each floor within our buildings. Fridges, microwaves and dishwashers are still available for use, as are glassware, cutlery and mugs. Tea, coffee and milk will still be provided. Please place any used crockery or cutlery in the dishwashers and empty fridges of personal items at the end of each day.



Multifunctional devices (mfd) and copiers

These will remain operational and will be subject to touchpoint cleaning throughout the day. Please observe COVID-19 hand hygiene requirements. It's fascinating that we've not been printing for months – think about it... and consider our new value of rising to the challenge of the climate and ecological emergency.

Lighting and heating

The workplace is supported by a sophisticated natural ventilation system to achieve an ideal temperature. Filters have been serviced and disinfected with frequency of filter changes increased. We are reviewing further improvements to 145 King Street.

Recycling and waste of PPE

Where there is any PPE for disposal, this should be double bagged and disposed of in general waste.

Cleaning

Keeping our workplace COVID-19 secure means keeping our workplace clean.

We will do this by ensuring there is frequent cleaning of work areas and equipment between use, frequent cleaning of objects and surfaces that are touched regularly such as door handles and stair rails and provision of hand sanitisers in multiple locations.



There will also be more frequent waste collection and clear signage to build staff and visitor awareness and provide guidance. Our cleaning operatives have also completed refresher training in enhanced cleaning techniques.

In addition, please ensure that you wipe down your desk and chair before and after use. Sanitising handwipes will be provided for this purpose.

Cycle racks and shower rooms

Cycle racks and shower rooms will still be available. However, any drying areas in shower areas will be closed off. Please ensure that any lockers used in this space are emptied daily.



Use of corporate vehicles

Passengers in corporate vehicles should be limited to maintain social distancing.

Personal deliveries

Personal deliveries should not be made to our offices at this point in time.

Mail services

Incoming and outgoing mail will continue as usual for corporate buildings. Please remember to use the council's formal postal address:

Hammersmith & Fulham Council
Town Hall, King Street
Hammersmith
London W6 9JU

Facilities fault reporting

Telephone: **020 8753 6000**

Email: fmhelpdesk@lbhf.gov.uk

Parking

Parking will not be provided by the council, so you'll need to make your own arrangements for parking if needed.

Equality impact assessments (EIA)

An equality impact assessment of the changes made to our buildings to ensure they are COVID-19 secure has been completed.

10

Tell us what you think

Your views really do count, so as we're shaping our thinking let us know your thoughts.

Here's what you told us last time



We had more than 340 responses to our last guide. Here are some of the highlights:

While over 80 per cent found both the Road to Recovery pages on the intranet and the guide useful, you asked for more information on agile working, productivity, wellbeing and inclusion.

We are regularly updating our Build My Resilience and inclusion pages based on feedback from you. If you can't find what you need do please tell us and we will try to make

sure what you want to know is included in future updates.

The feedback on appraisal lite, agile working and productivity was all extremely helpful to hear. We have featured time management at recent Wellbeing Wednesday sessions and a copy of the presentation by Roy Clarke can be found [here](#). We'll be running more sessions on performance and productivity over coming months and so keep an eye out for our regular Yammer updates and blogs.

You were also keen to hear more about when and which services are likely to return to the workplace, how teams can come together in the workplace or just touch down when working in the borough. Do please check our Road to Recovery pages and FAQs as we are updating these regularly based on feedback from you and which provide up to the minute information on our approach to services and individuals returning to the workplace.

We are exploring how we can introduce team days in a COVID-safe way on a departmental basis and had hoped to run a pilot during September. Unfortunately because we are now in the midst of a second wave, we have had to delay the pilot but as soon as it is safe to do so we will get this back on track.

You highlighted the challenge of switching off from work when working from home (44 per cent of respondents saw this as their main challenge) but also recognised the benefit of not having to commute (39.8 per cent of respondents selected this as their main benefit). Many of us appear to be experiencing this not just in our own organisation but across the board and we will be running more sessions dedicated to this in future Wellbeing Wednesday talks.

A copy of the full survey outcomes can be found [here](#).

You can also feedback:

- By submitting your ideas to [Ideas Welcome](#) staff suggestion box
- Via your line manager
- Via your trade union representatives
- Via your HR Business Partner
- Via the H&F Way working groups