

# Spaces for work

Transforming our workspaces for the future

Dorset County Council



Enabling communities in Dorset to thrive,  
**now and for the future**



The Dorset County Council office blueprint



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## Introduction

The Workstyle programme offers Dorset County Council more flexibility over how and where people work, supported by managers, technology, the council's culture and working arrangements.

- Office space will provide flexible facilities
- A range of working options will mean we can use our office space more efficiently and sustainably

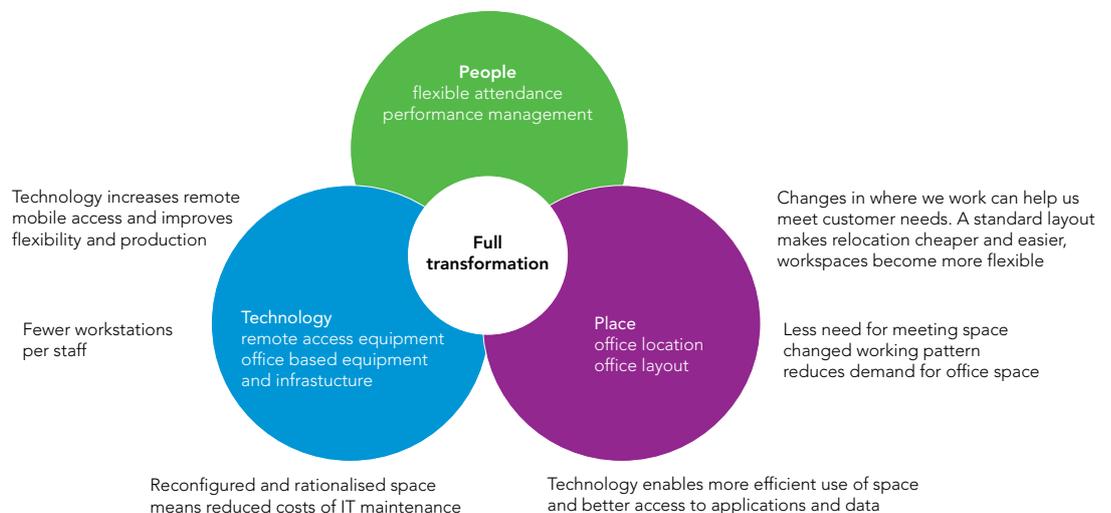
Changing our workstyle brings with it several advantages for the council, such as its staff providing a better service; saving money on staff travel and the running costs of the buildings it owns/rents; increasing the amount of productive time for staff, rather than time spent on unnecessary travelling, meetings, processing paper and information; and not least, increasing staff motivation, improving energy efficiency and reducing the risk of future job cuts.

This document sets out the office accommodation standards that Dorset County Council will provide and how it should be used, but Workstyle is not just about buildings. It's about how we'll use our office space consistently and efficiently, through better use and more flexible facilities.

'Spaces for work' is a key part of the Workstyle transformation and underpins the changes in how we work through:

- more flexible use of buildings
- new and updated IT infrastructure and equipment
- revised HR policies and guidance to support staff and managers in working more flexibly.

This diagram shows how these three elements are interlinked.



### The benefits for staff include:

- better communication and networking
- less dependency on paper
- a better work-life balance
- increased efficiency
- increased motivation and trust

### What will this mean to me as an employee?

- I can agree with my manager where this is appropriate for me to take up new workstyle arrangements

### What will this mean to me as a manager?

- Through their PDRs my team will be clear on the individual agreed outputs they are expected to meet
- I will need to adapt my team management style to one based on outputs and performance.





# Flexible working

- Any agreements regarding changes to working pattern or location will always comply with the current, relevant, legislation in this area, such as the Flexible Working Regulations (2004), the Working Time Regulations (1998), Health and Safety Statutory Instruments (1992).
- Certain groups of employees, including parents of children under 16, and carers, have the statutory right to request flexible working and this right overrides any principles agreed by the council in connection with its approach to work style.
- There will be no “core” hours for the council as a whole. However, individual services will need to ensure that customer needs are met and appropriate cover is maintained across office or opening hours.
- Existing employees who have successfully completed 26 weeks work with the Council will be able to request flexible working. Participation in flexible working arrangements will be encouraged.
- When the provision of office accommodation at a specific location is reviewed and the need for change identified, the opportunity will be taken to positively encourage employees to review their existing work style.
- Employees will need to demonstrate, where their flexible working request includes working from another location (eg: home) that this will provide an appropriate working environment.
- Equipment will not routinely be provided where employees request to work from home as part of their flexible working arrangements but the council will ensure that work stations are available at a range of locations across the county.
- Where formal flexible working arrangements are agreed, further changes will not normally be considered within 12 months of the initial agreement. A trial period to assess the suitability of the arrangements for both parties is therefore recommended. A contract variation will be necessary.
- The county council will provide training and support for managers to help them manage a flexible workforce.
- The impact of an individual’s flexible working arrangements should be continually assessed to ensure there is no breach of health, safety or well-being duties. The employee will be responsible for raising any concerns with their manager in this context.
- Performance management will be based on “outputs” with PDR targets reflecting this requirement and opportunities for the regular review of progress against targets.
- Notwithstanding the council’s ambition to encourage the adoption of flexible work styles by its employees, there will be certain roles where a particular pattern of work or location is essential to service delivery. The need for service delivery priorities to drive the way we work remains paramount.



We promote smarter working arrangements, matching an employee’s wishes with a service’s needs as closely as possible.



# Technology to support us

- We provide a range of ICT hardware and software to make sure we can use our office space efficiently and flexibly
- We standardise ICT equipment where appropriate
- We allow non-DCC devices to connect to DCC equipment

## Network – cabling

All desktop devices will be physically connected to the network.

## WiFi

DCC officers will be able to access the WiFi network at key sites across the county. WiFi network access for DCC officers may not be provided at all sites due to cost, and availability at smaller sites will be based on business need. Separate guest WiFi network access will be available from specific areas at County Hall and other sites across the county.

## Flexible worker desks

Most desks will have a standard ICT equipment set-up, including:

- a 'thin client' device (or PC used as a 'thin client')
- a single 17" screen
- a standard keyboard
- a standard mouse

## Screens

Most desks will have a standard 17" screen. This minimises our buying and operating costs. We may fit out some desks with multiple/oversize screens for staff with genuine operational needs. These will be determined when we zone office accommodation for groups of staff.

## Telephones

All desks, except those set aside for mobile workers, will have a Voice over IP (VOIP) telephone handset, meaning DCC officers working from these desks can log in to their personal extension. Officers working on mobile devices, such as Blackberrys (anywhere, not just in DCC offices) will need to use a telephone software application to access their telephone extension via a headset with microphone.



### Mobile worker desks

Some desks will be set aside for officers or guests using a mobile device. Numbers will be determined when we zone an office for groups of staff. These desks will not have docking stations or peripheral equipment as this reduces a desk's flexible use.

DCC officers can choose to use another flexible desk with a thin client device and a screen/keyboard/mouse. DCC officers choosing to use a mobile device provided by DCC or their own personal devices, rather than an available flexible worker desk/device, will do so at their own risk in terms of health and safety issues.

### Fixed worker desks

We will equip a small number of desks for specific job roles determined by business need. This will happen when we can't 'virtualise' an application and we need to install it onto a machine, meaning desks will be assigned to specific individuals or teams.

### Meeting rooms

The ICT equipment available in meeting rooms across DCC offices will vary, depending on need. There will be a standard set of equipment, determined by the type of meeting room (such as committee room, standard meeting room, breakout room). This may include:

- computer device, standard keyboard, mouse and screen
- whiteboard with projector
- video/web conferencing equipment permanently installed, or available to use
- voice conferencing equipment
- wireless networking available for guest access

### Accessibility

Staff can choose to use their own devices connected to any DCC equipment.



### ICT equipment ownership

The ICT equipment in a DCC office is corporately owned and does not 'belong' to any one service. There is no need to move ICT equipment between desks and buildings except in specific exceptional circumstances. This improves flexibility and reduces costs.

### Multi-function devices

All county council sites will have multi-function devices connected to the corporate network for printing, scanning, photocopying and faxing. Any DCC officer can access their printing at a convenient location.

### Energy management

Where practical, ICT equipment will 'power off' or enter 'sleep mode', minimising energy consumption overnight or when not in use.

The proposed 'thin-client' desktop machines are set up to reduce energy consumption when not used or overnight – this will be applied when we move from the current PC-based desktops. Multi-function devices will automatically power down overnight.

### Hygiene

Hand sanitiser and wipes suitable for IT equipment will be available to all staff.



There is no need to move ICT equipment between desks and buildings except in specific exceptional circumstances. This improves flexibility and reduces costs.



# Information management

- We store documents electronically, not on paper
- Information stored electronically support flexible working and remote access
- We have a unified paper and electronic retention and destruction procedure

It is important that we have properly managed information, based on information management principles, whether it is electronic data held in network drives a variety of business systems etc or in paper filing systems. Good information management is especially relevant with remote and flexible working. The reliance on paper filing systems is incompatible with these new styles of working since paper is only accessible in the one location.

With the Assets and Workstyle principles of 10 people to seven desks and with a team being allocated operational storage space in an office of one metre per full-time equivalent, paper filing will need to be either stored in the Records Management Unit or scanned as part of a move to electronic working.

## Managing paper

### Generic scan and print facilities

Teams can scan and store paper documents electronically using:

- the multi-functional devices in the office
- the Design and Print Service
- an external company for bulk-scanning large volumes of documents

### Records Management Unit

- The Records Management Unit provides a storage and retrieval service for non-current records which we hold on your behalf
- We only store paper that needs to be kept and if there is a valid reason why we can't save it electronically
- It will take longer to retrieve paper files from offsite storage

### Security

There is an increased risk of data breaches if there is an increase in transfer of confidential information between home and office and storage at home. Please follow the Data Protection guidance on Staffnet.

We only store paper if there is a valid reason why we can't archive it electronically.



## Managing electronic information

An information management approach to our electronic data will give a number of benefits

- We will encourage more electronic working so there is not a dependency on paper held in one location
- Our network drives are becoming more unwieldy in many parts of the authority. By applying information management principles electronic data will be more accessible and easier to find.
- We will apply a retention and disposal regime so our electronic documents are only held for as long as they need to be, freeing up space and making it easier to search for documents

### Security

Working away from the office increases the risk of loss, unauthorised access or amendment of personal information. You therefore need to take reasonable measures to protect the electronic information you access away from the office. Please follow the Data Protection guidance on Staffnet.



We only store paper if there is a valid reason why we can't archive it electronically.



# Workspace fundamentals

- We apply consistent office design to all areas
- Zoning indicates how we use a workspace
- Workspaces have dual uses where practical

The design of new office space underpins the way we work, promoting adaptable workspaces and supporting different workstyles. A range of working environments reflects our new approach to how we use our accommodation.

By improving our workspaces we plan to reduce the number of buildings we own or rent and co-locate more with our own services and other public sector partners where appropriate and possible. We need flexible workspaces which can respond to changes in requirements and represent value for money.

## Fundamental one – space allocation

- When designing an open plan office each workstation is allocated 5.9m<sup>2</sup> of space (average provision including storage). This provides the right amount of space and conforms to health and safety requirements.
- When working in open plan areas teams agree and follow office protocols setting out how they use their workspace and making sure they get the best out of it.
- All desks are 'available'. They are not specifically allocated to any one team member. This gives the team more flexibility, and team members can work where appropriate for their current tasks.
- Teams are allocated office areas called 'Team Zones' with the number of desks based on the team's working arrangements. A team zone is the area allocated to a team, with desks and storage for team and personal items. If there are times when everyone is in the office team members can use desks in hot desking areas or in other team zones. Conversely other people are free to use hot desks or desks in the other team's zone.
- The maximum ratio will not exceed 10 staff to seven desks.
- Where appropriate some teams are not allocated team desks but use hot desks and other available workspaces.
- The Chief Executive and Directors have dedicated office space (with a review on offices for Heads of Service). All other staff are in open plan offices.
- Managers are based with their teams and work within an open plan environment.
- There may be limited approved exceptions to respond to specific issues e.g. DDA 'reasonable adjustments'.



The design of new office space underpins the way we work, promoting adaptable workspaces and supporting different workstyles



## Fundamental two – furniture and storage

- We primarily use electronic storage systems.
- Physical team storage is allocated on a one linear metre per full-time equivalent.

## Fundamental three – design

- We follow a consistent approach to the design of generic, adaptable workspace and the choice of furniture.
- We incorporate suitable ventilation, heating and noise reduction into our designs.
- Different types of workspace are indicated by colour-coded zoned areas, with protocols for their use. In most offices these include rest areas, informal break-out areas, bookable and non-bookable meeting areas.
- We provide specific areas designated for quiet working without access to phones.
- We use consistent and clear signage to make it easy to finding a place to work.
- We have a variety of meeting style areas to allow different types and styles of meeting. We use small (non-bookable) meeting rooms for confidential meetings/conversations/phone calls, informal break-out spaces for non-confidential meetings and conversations, and stand-up style meeting areas for short, informal meetings in small groups.
- We book formal meeting rooms via an electronic booking systems. Confidential and formal voice and video conferences are given priority.
- One main reception area caters for all teams.
- Where possible areas have multiple use rather than one single use, e.g. a room may be both a quiet working area, video conferencing room and a meeting space.



We have a variety of meeting style areas and choose an area based on the type and style of meeting being held

## Fundamental four – application

- A programme of works will make sure that the majority of all DCC offices are open plan and available and accessible to all staff. Areas not already set up in this way are a priority.
- Managers are responsible for overseeing the appropriate use of the facilities provided for the various workstyles.
- We follow a clear desk policy, clearing our desks at the end of each work day so that any member of staff can use them the following day. We use lockable cupboards or cabinets to store sensitive data, meeting data and security requirements.
- We refer to the relevant workspace policies such as the use of meetings rooms, use of quiet spaces etc to get the most out of the new workspaces.

## Fundamental five – security and wellbeing

- We access our workspaces by swiping our ID tags. We wear our ID tags at all times for security and safety purposes.
- Office furniture meets the needs of 95% of staff. An individual's case will be considered on health and safety, DDA reasonable adjustments or similar regulatory grounds.
- Access to parking supports flexible working. The car parking policy will be amended to support the new Workstyle arrangements.



A programme of works will make sure that the majority of all DCC offices are open plan and available and accessible to all staff security and safety purposes.



# Sustainability

- Equipment and facilities help us minimise our impact on the environment and encourage sustainable working practices.
- New workstyle arrangements mean we can make more sustainable choices and minimise their impact – e.g. flexible working, video conferencing.
- We are responsible for minimising our impacts on the environment within our workplace/working day.

As far as possible, Dorset County Council office facilities of the future will be designed to help staff minimise their impact on the environment.

Energy efficiency measures may include:

- installing high efficiency lighting, better switching, automatic dimming or automatic switch off when there is no one in the area.
- making sure all water heaters are fitted with seven day time-clock controls
- improving to wall or window insulation and windows double-glazing when changed.
- improving labelling of heating controls and clear instructions for office managers on how to make changes (or who to contact to make changes for you).

All the above are our preferences. The actual design of your office will depend on the degree to which it has been recently refurbished.

The chosen ICT solution for a new office layout will aim to minimise use of energy and paper. It will facilitate more sustainable travel and encourage us to reduce the amount of waste we produce. Office layouts will include recycling facilities for paper and card, plastic bottles, cans, printer cartridges and batteries. In future this may also include food waste.

## Goods and service

The goods, services and equipment we buy will have a range of social, environmental and economic impacts depending on their use and specification, these include use of raw materials, pollution, impacts on local economy, health, safety, waste etc.

We will consider sustainability during the construction and fitting out phases when we buy goods and services – particularly the choice of materials and equipment used.

We will consider and will specify the environmental and financial life cycle costs of equipment to minimise these costs. (e.g. low-energy electrical equipment , low-waste vending machines).

We will seek to provide local, Fairtrade and healthy food products in vending machines and through other food outlets and will consider wider links to local and healthy food initiatives and promotions.

### Transport and accessibility

Through workstyle changes such as working from home, journey planning and using technology such as video conferencing/multi-media messaging or remote working. We encourage staff to avoid travel where possible.

Where practical office design will help encourage staff to use sustainable travel options for work. This could include our cycling facilities, changes to parking arrangements to encourage car-sharing, public transport and park and ride.

We will give more information to staff on the financial and environmental impacts, options and benefits of different ways of travelling to and from work and on business.

### Behaviour and cultural change

How staff work on a day-to-day basis will significantly influence the scale of any environmental impacts within the workplace. E.g. how staff use PCs or printers will influence energy consumption and waste or how staff travel will impact the environment and health.

We will give staff guidance on how to 'work sustainably' within the new office environment and what practical steps they need to take on a day-to-day basis to reduce their impacts.

Each office will have a sustainability champion to act as a point of contact for sustainable working.

### Staff management

- We will delegate responsibility for some tasks such as switching off lighting and electrical equipment and controlling of heating. As far as possible, teams should be responsible for minimising their waste, but responsibility for common areas, particularly kitchens, may have to be assigned to individuals.
- The behaviour of cleaning staff with regard to energy efficiency should be understood and monitored.
- We will read our meters regularly and send them to the Sustainability Team to ensure accurate billing.
- We will include sustainability in PDRs.

Below is a list of focus areas and suggested energy saving ideas which you should consider when developing your own ideas for reducing energy consumption in your teams.

### Lighting

- Become familiar with where the light switches are in your office.
- Natural daylight is the ideal light source in the office if available, both in terms of quality and energy use. So if possible keep window blinds open as much as possible, only switch on lights where absolutely necessary and switch them off again when not.
- Motion detectors, where fitted, will ensure lights are switched off after a short delay, where these are not fitted appointment a volunteer to switch off lights at the end of day.
- Avoid switching lights off where to do so would endanger health and safety such as stairwells and dark corridors.
- Before switching off lights in toilets check for occupancy

### PC and monitor(s)

It is easy to forget our PC and monitor are consuming energy throughout the day, so following a few simple steps will make a difference:

- If you are away from your desk for more than an hour put your PC into standby mode. Standby mode places the computer into energy saving mode, where it consumes considerably less energy.
- Get into the habit of powering off the monitor when leaving your desk.
- If you have more than one monitor, avoid switching both on unless you need to use both.
- Unless instructed by IT, always power off your PC and monitor(s) overnight
- Within your teams help each other to remember to switch off, and if you see a colleague's monitor powered on when they are away from the desk, power it off.

### Avaya Telephone

The Avaya telephones are one of the most energy efficient voice over IP models available.

- The telephone has a sleep mode, when selected the phone will go into sleep mode and consume less energy, the phone will automatically 'wake-up' when a call is received or when you make a call.

### Mobile device charging

Mobile devices have become a necessity for some roles in the council, these devices need to be charged for use but following a few simple steps will save energy and prolong the life of the battery:

- Only connect the mobile device to the charger when charging is required, connecting the device to the charger when not uses energy unnecessarily and will reduce the life of the battery.
- Remove the device charger from the power when not in use as some mobile device chargers continue to consume energy even if the device is not connected.

### Office temperature

It is difficult to maintain an office temperature to suit everyone because this can depend on seating position and personal preferences but following these guidelines will help to maintain a reasonable temperature for everyone and reduce energy consumption:

- If the office temperature is too warm or too cold try to address this by using the heating system controls such as adjusting radiator valves to increase or decrease the setting.
- If after adjusting the heating system controls a reasonable temperature cannot be achieved report this to your line manager for action.
- If the office is too warm in winter avoid opening windows without exhausting other options first, allowing the heat to escape may result in more heat being generated by the heating system.
- If too cold in winter avoid switching on electric heaters as these consume considerable amounts of electricity.
- If too warm in summer months consider opening windows to reduce the temperature rather than switching on desk fans.
- At the end of the working day, ensure windows are closed, electric appliances are switched off and unplugged.
- Appoint an energy champion within your team to complete a final check at the end of the working day.

### Kettles and kitchen appliances

Kettles and kitchen appliances can consume a lot of energy, these guidelines will help to ensure where these facilities are available for staff they are used efficiently:

- If a hot boiling water unit is available this should be used, kettles use 60% more energy.
- Where a kettle is the only means of boiling water only boil the amount of water required, avoid filling the kettle to the maximum level if not required. It is estimated we boil twice as much water than is necessary.
- Ensure kettles and other appliances are unplugged at the end of the day.



## FAQs

### **How do I know where hot desks are available?**

Hot desks will be identified by labels on the desk, and possibly in future by colour coding.

### **I am based at one location 100% of my time, do I still have to share desks and follow the clear desk policy?**

The default position is that all offices will have team zones with the 10:7 occupancy ratio for all staff. This means that you will share desks with your team in your zone. Some exceptions to this may be agreed with the service manager and the accommodation team

### **Will there be any changes to parking policy to support the new arrangements?**

The parking arrangements are currently under review along with P&R options to make it easier for staff to work flexibly under the new arrangements

### **Will senior managers' offices be available to use when they are not there?**

Yes, the basic principle is that office space is not 'owned' by anyone, and so if someone who normally occupies a room is not there it can be used by others for meetings, private conversations or quiet work. The practical arrangements for using such space will be managed at a local level by that team or service, but the clear desk policy will apply to offices.

### **What happens if I need more storage than the standard offering?**

This would have to be negotiated and agreed with the service manager and the accommodation team based on agreed need. Help will be offered to reduce the paper currently stored to bring it down to the new limits.

### **Can I have a personal headset for the telephone?**

These can be supplied based on need of your role, through the normal service budget route

### **What equipment will be provided if I work from home as part of the flexible working arrangements?**

Equipment will not routinely be provided where employees request to work from home as part of their flexible working arrangements. Working from home will be voluntary and employees will need to demonstrate that this will provide an appropriate working environment. A checklist is available for use by managers and employees to help make this assessment.

### **I currently use special equipment at my desk because of my disability; does this mean I can be excluded from the desk sharing arrangements?**

For many staff, any special equipment is portable (eg. mouse/keyboard/chair) and can be used in any location. For a few, the equipment may be fixed and therefore less flexibility is available. Some facilities, such as rise and fall desks will be available in more than one area.

**Can any member of staff put in a request for flexible working, can they be trialed and can they change any agreed working patterns?**

Any existing employee who has successfully completed 26 weeks work with the council will be able to request flexible working. Where formal flexible working arrangements are agreed, further changes will not normally be considered within 12 months of the initial agreement. A trial period for both parties to assess the suitability of the arrangements is therefore recommended as a contract variation will be necessary.

**If I go to my first visit from home rather than my centre of duty, what can I claim in relation to business mileage and how do I record my time?**

Guidance on what to claim when travelling to a location other than your centre of duty from home is available in the Dorset Travel Scheme on Insite.

**If core hours are removed, how will I know when my colleagues are starting and finishing work each day?**

Although the county council as a whole will no longer have one standard set of core hours, individual services will need to ensure that customer needs are met and appropriate cover maintained across office or opening hours. Managers and employees will be able to use diaries in Outlook to check who is working, when and where.

**Why do staff have to wait until they have completed 26 weeks service before they can make a request for flexible working?**

During the first 26 weeks of employment, employees are learning about their new role and the organisation and developing their competence and confidence. A change to working pattern or location may make it more difficult for new recruits to access support and advice at this time. This qualifying period is included in all legislation relating to flexible working requests.

**As a manager/team leader, how do I ensure I have sufficient cover in the office?**

This would be an arrangement made locally by the manager and team. In considering requests for changes to work pattern, managers and team leaders need to balance the preferences of the individual and the needs of customers and the wider team. Advice can be sought from your senior managers or HR if you are uncertain as to the appropriate course of action.

**As a manager/team leader, how will I monitor the performance of staff not working in the same office?**

At PDR you will have set each member of your team a range of targets that will contribute to the achievement of the team's overall goals. In meeting these targets, individuals will be delivering certain measurable outcomes. As the year progresses you will need to meet with each member of your team at regular intervals, as you do now, to provide advice and guidance and to review progress in meeting their targets. This will enable you to monitor their progress and performance.



## FAQs

### **As a manager/team leader, how will I ensure my team are taking sufficient breaks during their working day?**

The team and the manager would agree a means of checking in with each other at one or more points in the day, using the communication methods available now or in the near future (eg email, phone, instant messaging)

### **As a manager/team leader, how do I ensure my team's safety if they don't come back to the office after home visits and I don't know whether they have returned?**

The team and the manager would agree a means of checking in with each other at the end of the day, using the communication methods available now or in the near future (eg email, phone, instant messaging)

### **Will I be able to eat and drink at my desk?**

Yes, with consideration for people around you, so that smell and mess does not become an issue. There should be rest and refreshment facilities provided in offices where staff can eat food as a preference.

### **If I am working at my desk and go off to a meeting for an hour, will I be expected to log off the computer and clear the desk and find another desk when I return from my meeting?**

No, team desks or hot desks are assumed to be available for half or full day periods. If you will be away from the desk for the rest of the day you will be expected to log off and clear your belongings away.

### **Will everyone be required to keep their electronic diary up to date?**

Yes, the electronic calendar in Outlook is a key tool to support communication and flexible working. Using Outlook makes it very easy to know people's location and availability from anywhere, and to keep it up to date

### **When staff are working at home, should they be contactable or is it understood that they are only working at home as they need a quiet working environment, for example, to complete a written report?**

People will work at home for different reasons. If someone is working at home to concentrate on a report for example, they can set their status on their calendar to indicate they do not want to be disturbed. Other people however will be working at home exactly as if they are in the office, and can take calls accordingly. The Lync tool will make it easy for these people to make/receive calls using their office number and internet connection.

**Are those who come in to work later going to be disadvantaged by the new arrangements because they might end up having to use the overflow hotdesks more regularly?**

Patterns of use vary/may need to adjust based on experience.

**My work requires me to use specialist software that is only available on my computer; does this mean I can be excluded from the desk sharing arrangements?**

The aim is to provide most software virtually over time. Where this is not possible, it will usually be available on a number of computers in one zone and the ratios will apply to this zone.

**If I am sharing an office with other teams, how will I ensure confidential calls are not overheard?**

The first point to remember is that all DCC employees have a duty to maintain confidentiality, so most calls should not be an issue. However, for some specific cases it may be necessary to use a meeting room or quiet space.

**If I am working on a particularly sensitive piece of work at a hotdesk, how will I ensure others cannot see what I am working on?**

Using a hotdesk is no different to using desks in team zones. Always lock the screen (Ctrl/Alt/Del, then return) when you leave the desk.

**If staff are starting and finishing work at different times, will the IT service desk be extending their opening hours?**

The ICT support arrangements for out of hours support will be reviewed by the Assets and Workstyles Programme once we have a better understanding of anticipated need, capacity and affordability. At the least the current arrangements for supporting critical services out of hours on a reasonable endeavours basis would continue.

**Will I be able to print at home?**

Staff who work from home on an 'ad hoc' basis and have been issued with a Canon printer solution 'fob' will be able to send printing to a print queue to be collected when they next attend any county council site equipped with a Canon printer. We are still investigating the ability for staff to print to local, non-DCC devices.

**If I opt to use my own device eg iPad, what IT support will be available if I experience any problems?**

ICT support arrangements for staff use of personally owned devices is being reviewed by the Assets and Workstyles Programme.



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# Protocols

## Working in an open-plan office

As the programme rolls out there will be a significant change to the style and use of accommodation available to staff – we have applied lessons learned from previous good practice.

**Team Zones** - allocated to a specific team and colour-coded accordingly. Desks are not allocated to individuals which means staff are able to use a variety of desks. If staff are out of the office for a length of time (e.g. more than half a day) then other staff may use that desk.

**Hot Desk Zone** – next to Team Zones, Hot Desks for additional space if say a whole team attends the office on a particular day. The Hot Desk Zone will be a shared facility when higher numbers of staff attend regardless of which team it may be. Hot Desks should be treated the same way as Team Zone desks and will be provided with the same ICT equipment.

**Breakout Zones** – informal space for 1-2-1 meetings, 'quick meetings' - relaxation etc so they are not held in Team Zone areas. Where possible they will be next to similar use zones such as kitchen areas, and in some instances may be combined. The Breakout Zone is non-bookable and may also be used for eating food or having a break.

**Quiet Rooms** – specifically designed for when staff need a quite and undisturbed environment to do a required piece of work over a short period of time. No phones are provided in quiet rooms and the use of mobile phones is not permitted.

**Stand-up meeting areas** – these are for short meetings (5-15 minutes on average). Usually a high level table without chair will be provided.

**Confidentiality** – Confidentiality is an important aspect of open-plan working and must be respected by all staff. This is whether discussions are taking place or information is being used. Care must be taken by staff not to leave sensitive materials or files where they may be openly be seen and the clear desk policy is an important aspect of this.

# Protocols

## **Dorset County Council general security tips and advice:**

- Never give your password to anyone (except authorised ICT support staff).
- Choose a password according to DCC's password policy.
- When leaving your workstation, lock the computer by pressing ctrl-alt-del and clicking on 'Lock Computer.'
- Lock any sensitive or confidential material or media securely away when not in use
- Do not hold or wedge open doors to areas where sensitive data is held, processed or stored.
- Make sure that the person following you through a security-controlled door is authorised to enter that area.
- Make sure that sensitive and confidential information (paper based and electronic), is disposed of securely using the confidential waste systems provided
- Report any suspected security incidents to the ICT service desk promptly and follow their instructions.
- Be aware of 'Phishing' and 'Social Engineering' threats. If you are not sure whether an email is genuine, contact the ICT Service Desk.
- If you are handling sensitive or confidential information, be aware of the legislation surrounding data protection.
- Viewing or transmission of any material which may be regarded as offensive or in violation of any UK law or regulation is not permitted. Such material may include, but is not limited to, copyright material, material judged to be threatening, sexually explicitly or obscene and material protected by trade secret.

**Storage** – Each Team Zone will be allocated storage in the form of cabinets measuring 1 linear metre per full-time equivalent of staff. In line with the use of electronic document storage staff are expected to reduce the amount of paper they have.

Additionally personal storage will be available to staff in the form of lockers or a similar provision. This will allow staff to operate the clear desk policy and keep personal items such as photos etc which they may choose to have on a desk during their working hours but which are cleared away when their working time is finished.

**Eating in the office** – staff may if they wish eat at a desk:

- Only cold food may be consumed at a desk.
- Hot food should be consumed in provided breakout or rest areas (though hot drinks may be consumed at a desk).
- Desks should be wiped clean after.
- When consuming food at a desk staff should considerate to others users.
- Food should not be eaten in quiet rooms or 1-2-1 meeting rooms.

**Smoking** – is not permitted within any council buildings or outside council buildings.

# Protocols

## Office protocols

- Desks are allocated to teams in Team Zones – desks may be used by any team member and should not be pre booked, or held / saved.
- Hot Desks are available to all staff and subject to the same use as desks in Team Zone areas.
- Leave all desks clean and tidy – observe the clear desk policy.
- All staff must log-in to their phones, if in the office and ensure their voice mail is set up and checked. Mobile phones/Blackberrys should be off or on silent.
- When leaving a desk the telephone should be diverted to an alternative person or to voicemail (this applies for short absences).
- Staff must keep their electronic diary accurate and up-to-date.
- Be considerate to those around you by being aware of the noise you create, when you're on the phone or having conversations.
- Avoid holding meetings at desks – use the appropriate work space to hold meetings or discussions.
- Communal areas must be left tidy at all times.
- Personal mobile storage should be returned to its original location on leaving the office.
- Although plants are part of the office environment they are best kept to a shared used area with a team's agreement.
- Staff should dress in appropriate professional way for the job they do.
- Some staff may be required to wear a uniform.

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