

Bar End Unit 1, Winchester

Building User Guide



Unit 1 Bar End Industrial Estate, Bar End Road, Winchester, Hampshire, SO23 9NR

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Building Opening Hours

This is an FM managed building and FM will be onsite from 8am to 4pm, Monday to Thursday and 8am to 3.30pm, Friday.

Staff will be able to access the building between the extended hours of 6am – 6pm, Monday to Friday. But will need to invoke their service lone working policies outside of the FM core hours.

Outside of these hours the external doors will be locked. The FM security team will attend at either end of the day and be responsible for unlocking, locking and setting the alarms.

Where access is required outside of these hours, please contact FM in advance so additional arrangements can be made. In an emergency, the security team can be contacted 24/7 on 01962 847777.

Navigating the Building

Bar End is spread across 3 floors, with staff areas on ground and first, and a basement below for storage and deliveries. These areas include offices, meeting rooms, kitchen/break out area, toilets, resource areas and an operational warehouse.

Each team has been allocated storage areas. It is each team's responsibility to ensure these areas are kept tidy and walkways kept clear from obstructions.

Warehouse and Store Rooms

The warehouse area of the building is operational and therefore H&S signage and directions must be observed at all times. If staff need to enter the warehouse to access storage areas, the green marked pedestrian pathways should be used and provided high-vis vests worn at all times. On occasion forklifts will be operating around the pedestrian routes. In these instances, take care and follow any instruction provided by the warehouse team.

A goods lift is available for staff to use to bring larger items in and out of the building. All operators of this goods lift must receive training prior to use. If this is required for your team, you will need to speak to FM for training.

Working in an FM Managed Building

Bar End is managed by Hampshire County Council's Facilities Management (FM) service. The in-house FM team facilitates the efficient, safe and effective use of our buildings.

Contact FM

You can contact FM onsite between 8am to 4pm, Monday to Friday.

Outside of these hours, you can contact FM from 7am to 9pm Monday to Friday, and 8am to 4.30pm on a Saturday.

All enquiries: fmcomms@hants.co.uk

First aid: Call 01962 847304 to receive immediate help from a fully trained first-aider with defib and for them to call an ambulance as required.

Between 8am – 4pm, an onsite first aider from FM will be available.

Between 7am – 9pm, FM will provide remote first aid support.

Security concern or suspicious activity: If you see someone trying to access a secure area, or any other suspicious activity, call **01962 847777**.

Urgent Requests: For urgent safety-related maintenance, call **01962 832400**.

Out of Hours Working

If you wish to work outside standard hours, such as evenings (after 6pm) or weekends, contact fmcomms@hants.co.uk in advance to agree your access arrangements, signing in process and lone working arrangements. You should be aware of the [Lone Working Policy](#).

If your team regularly works outside standard hours, specific arrangements will be put in place and you will be able to find out more about these from your manager.

In all instances of out of hours working, one of the FM security team will attend and assist with opening the building.

For urgent access out of hours, please contact **01962 847777**.

Reception

FM will have a presence onsite between 8am – 4pm, Monday to Thursday, and 8am to 3.30pm Friday.

What to do when you are expecting visitors

Visitors must sign in at reception. A sign-in book will be left at reception when FM staff are not available. Visitors must be escorted throughout their visit and remain the responsibility of the host when on the premises.

If you are expecting visitors, you will need to advise FM in advance so they can facilitate access into the building. To enable this, please give reception two contact numbers, in advance, so that you can be notified of their arrival. Please ensure that at least one of these numbers can be used after the event has started, in case of late arrivals.

Meeting and office visitors are expected to use the adjacent Park and Ride car park.

As well as reception, the FM team will hold other responsibilities onsite meaning they will not always be available at reception. On these occasions, FM can be contacted via 01962 847777.

Deliveries, Collections & Couriers

For post, [directorate postal addresses](#) should be used. This ensures that someone is available at the correct times to receive both post and parcels.

All couriers should be directed to reception, where FM will be available.

If you wish to organise the collection of a package from your office location or arrange for something to be delivered to you, please contact your local FM team who can organise this for you. Please do not arrange for personal mail or parcels to be collected from or delivered to Hampshire County Council premises.

For post, [directorate postal addresses](#) should be used.

For courier deliveries, use the courier code provided linked to your team's building address. [Courier Codes](#).

More information can be found via the [FM Post Room](#) Sharepoint pages.

Reception Duties

Other reception functions available will include:

- Welcoming visitors
- Post in/out
- Lost Property
- Meeting Room Support
- Stationery Hub
- Parking Management

[Further information about reception \(sharepoint.com\)](#)

Fault Reporting & FM Requests

Please use the [Concerto](#) self-service online reporting form.

1. Click the button above to access Concerto.
2. Click **"login with your network credentials"**
3. Once in the system select **"Helpdesk Home" > "Raise job"** on the left hand side, to access the new request form

The location of this building is **County Supplies Warehouse and Offices (Unit 1 Bar End)**

All contractors attending site are expected to sign in at reception, where they will need to complete a building induction. FM will escort contractors throughout the building

An asbestos register is held for the building by FM at Reception. Colleagues should make all requests to undertake any works to the building, direct to the FM Helpdesk; [Concerto](#) this includes picture hanging, installation of white boards / notice boards etc.

Induction to the building

If you are new to the building, you must have a building induction for your safety. FM will circulate an induction document with essential safety information on day one.

Initial inductions will be set up as teams move into the building. Building inductions will complement the building user guide and it is expected that teams should read this prior to occupation.

Following the initial moves, inductions can be arranged with FM as required. You can contact FM at fmcomms@hants.gov.uk to request this.

All colleagues should make time to read this Building User Guide. You will need to confirm you have read it when booking a desk.

Security and Access

Outside standard hours, the building is alarmed and security guards patrol the building.

The building has access controlled doors for secure areas. For access through these doors, you will need to use your ID card at the card reader next to the door. If you lose your badge, let FM know immediately so that they can deactivate it. To report lost ID cards, or to have more access added to your ID card, please contact FM: pbrs.premisesaccess@hants.gov.uk

Visitors will need to be escorted when moving through the building.

Tailgating: Please challenge anyone not wearing an ID card when moving through the building. If someone is lost, please escort them to reception. If you see anyone behaving suspiciously, please report immediately on 01962 847777.

Health & Safety

First Aid

Please call **01962 847304**, from any Winchester FM managed building, to receive immediate help from a fully equipped first-aider with defib. They may ask questions over the phone and may call an ambulance if the situation requires.

Between 8am – 4pm, an onsite first aider from FM will be available.

Between 7am – 9pm, FM will provide remote first aid support.

First Aid Supplies

First Aid boxes are available on each floor and contain basic supplies. FM check and replenish contents on a monthly basis.

A defibrillator is also available in reception and across the road in Unit C.

Accident incident and near miss Reporting

There is a legal requirement for all accidents, incidents and near misses to be recorded and reported. See the [procedure for completing the online form](#).

Fire Procedure

The building operates a single alarm system which will activate on the detection of a fire.

Weekly fire alarm tests are on **Tuesdays at 10am**.

On hearing the alarm, everyone must leave immediately through the nearest exit.

- Do not stop or return to collect belongings.
- Close doors and windows.
- Leave the building by the closest exit.
- Go promptly to the evacuation muster point and wait for further advice.
- Do not enter the building when the fire alarm is sounding.

Checking that everyone has left: The building is broken down into zones, each with a wall-mounted red clipboard.

On their way out, a Fire Marshal or Fire Sweeper should check the whole zone, including any toilets and small rooms, as described on the clipboard, and report as 'clear' to the assembly point manager.

There are trained fire marshals in each zone, but if they are not in the office, any colleague can step up and become the Fire Sweeper and check the zone.

If a zone has not been checked, FM will check it if safe to do so or will alert the Fire Service that the area has not been checked.

We encourage all colleagues to familiarise themselves with the contents of the red clipboard, so they are prepared to.

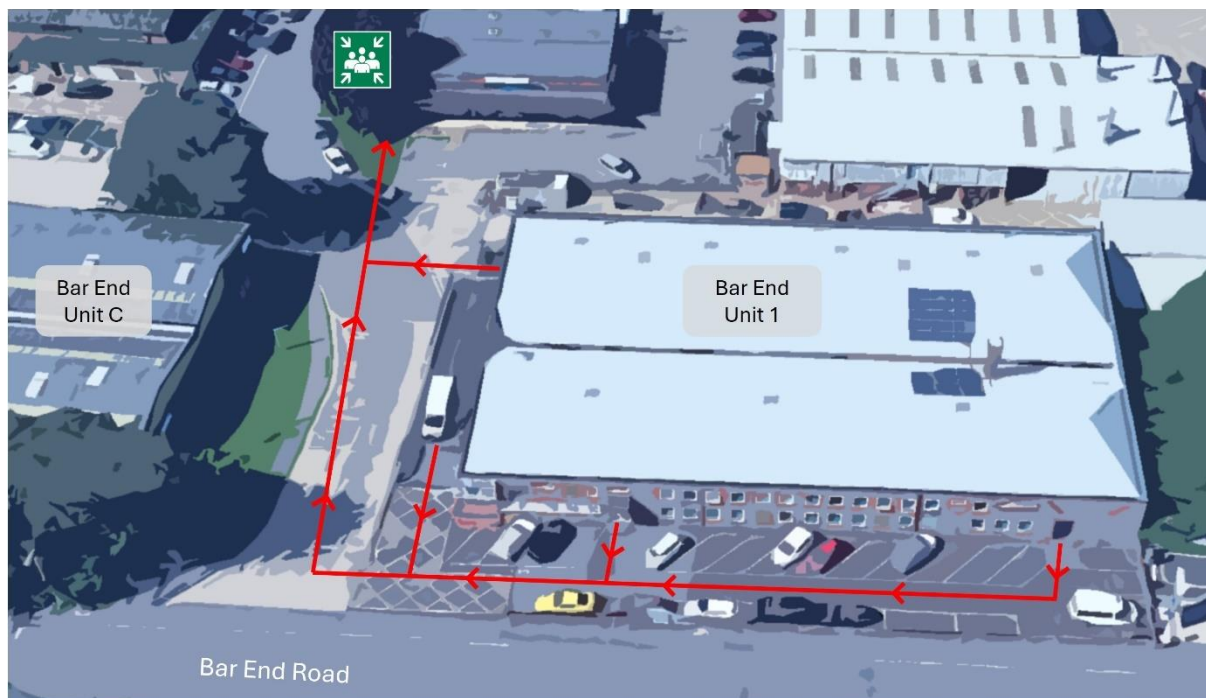
Fire Marshal provision is managed by FM who keep a record of all marshals and undertake face to face training and familiarisation with colleagues.



The warehouse area is fitted with a smoke detection system which activates roof level smoke vents. If these do not open automatically, they can be manually opened using the wall-mounted cables throughout the warehouse. Following an activation, these vents would need to be closed manually.

Muster Point

The evacuation muster point is located **Downhill at the tree next to Winchester Vineyards**



Fire Evacuation e-learning

Fire Safety e-learning can be found on the Learning Zone, your manager can assign e-learning to you, found in My Learning, and you can also search for e-learning modules.

Fire Marshal and Fire Sweeper- Roles and Responsibilities

Fire marshals help to ensure colleagues are safe from fire, by monitoring a designated part of the building (usually the office area you most regularly work in). There are some day-to-day tasks, and some tasks that are only needed in the event of a fire.

Day-to-day tasks

- Be familiar with evacuation routes (including primary and alternative routes)
- Monitor evacuation routes and fire exits to ensure they are kept free of obstructions
- Check that fire doors are not wedged open
- Check that clipboards, vests, signage and extinguishers are where they should be and that there are no obvious faults or evidence of misuse
- During the weekly fire alarm test, check that the fire alarm can be heard in your designated area and any visual indicators are working correctly

If a fire alarm is activated

- Put on the high-visibility vest and collect the clipboard for your area
- Encourage staff to evacuate using the nearest available exit that is safe
- Check the whole area to ensure everyone has left, closing doors and windows if safe to do so

- Leave the building and report to the assembly point manager.

Personal Emergency Evacuation Plan (PEEP)

It is a line management role to ensure a suitable Personal Emergency Evacuation Plan is in place for all colleagues who require one. The requirement also applies to visitors to the building.

PEEPS should be used for all staff that require support, including temporary and permanent.

[PEEP Form with Guidance](#)

[PEEP Form only](#)

Accessibility

This building is not suitable for individuals with accessibility needs as it lacks the appropriate facilities to meet some individual requirements. There is a one-step entrance, no lift, and no access to an accessible toilet.

A parking space is available to any individual attending site where they are displaying a blue badge.

If you are expecting any visitors to the building with accessibility needs, then please consider access arrangements and discuss with FM so that appropriate support can be put in place.

There are additional meeting rooms available in EII Court which are available for all staff to book and cater for a range of accessibility needs, including access to hearing loops and evacuation lifts.

If you have any questions around facilities available for EII, you can contact FMcomms@hants.gov.uk.

Offices and Workspace Areas

Booking a desk

To work in the office at Bar End, you will need to book a desk in advance using the [Desk Booking App](#).

Drop-In desks are available to book 48hrs in advance on the first floor, room 1.05, if you need to work and are not able to book a desk in your team areas.

Standard desks are equipped with a dock for your device, a single height-adjustable monitor, mouse and keyboard. You must not remove or unplug any of the equipment. There are height adjustable desks available in each office and are indicated on the app by the purple dot. Priority to these desks should be given to those with a requirement.

IT Equipment in the Office

If any IT equipment is missing, this should be reported to FM. Report a missing item [Concerto](#).

If IT equipment is faulty, this should be reported through the [IT Service Portal](#). IT will replace the item if they cannot resolve the issue.

For issues relating to Printers and MFDs, you can refer to [Printsmart](#).

Personally Assigned IT Equipment

If you have equipment assigned to you (such as a laptop, smartphone, home working monitor or other item specifically for your use), use the [IT Sharepoint](#) pages to find out more about requesting, ordering, returning, replacing or seeking help with your assigned items.

Please note that if you need to order, replace or return items for home working, you will need to make an appointment with IT and attend Elizabeth II Court to collect and return items.

Office protocol

In order to maintain a pleasant and efficient working environment, and to support flexible use of space, everyone in the building needs to treat the building as **‘Our space’ not ‘my space’**.

Come prepared: To work in the building you will need to bring your device, any personal belongings that you need with you during the day, and your headset. As the offices are open plan, over-ear headphones are recommended if you struggle with background noise. You do not need to bring a mouse or keyboard, as these are provided on all the desks.

Clear your desk: The clear desk policy is essential to enable large numbers of people to effectively share the space. People feel reluctant to work in an area that looks like it ‘belongs’ to someone else – but they should be able to use any vacant desk. Clearing your desk also keeps your data and belongings secure.

Always clear the workstation entirely (including any other spaces underneath or nearby, that you have used for personal items or paperwork) when leaving the building for the rest of the day.

If you will be away from the workstation for a while, but you intend to return, you can judge whether to clear the desk using common sense. Consider things like how long you will be gone for, how busy the office is today, and how much paperwork you are using.

Store things appropriately: Use team storage units for paperwork or equipment that belongs to your team and put personal items in a locker during the day.

Clean up when you leave: Make sure all surfaces, keyboards, mice and monitors are left clean – wipes are available in the offices and should be used regularly. If they run out, you can contact FM Helpdesk; [Concerto](#) for more supplies or ask reception.

Dispose of rubbish in the appropriate bins located around the office and in the kitchens. Do not leave food out in the open, as this can make the building a target for rats. If you take food into the meeting rooms, please also clear this away.

Be considerate: It is ‘our space’ not ‘my space’ and colleagues will appreciate it when you are thoughtful about your impact on them. In particular, avoid strong-smelling food in a busy office, and be mindful of the volume of your voice.

Building User Group

There is a regular building user group meeting to discuss issues or concerns relating to the building. If you have an issue you would like to raise, please contact your staff building user group representative. If you would like to volunteer to be on the Group, please contact FM Comms: FMComms@hants.gov.uk

Meeting Rooms

There are 3 meeting rooms available offering different capacities and technology for in person and MS Teams meetings.

Meeting rooms can be booked via Outlook Room Finder and will be managed by the FM team onsite.

Additional resources such as flipchart paper is available from reception.

Room Name	Floor	Capacity	Speakers	Screen	Camera	Accessible	MS Teams Room	Hearing Loop
1.03 Oakham	1	10	Y	Y	Y	N	Y	N
1.04 Henwood	1	14	Y	Y		N		N
1.10 Farleigh	1	6	Y	Y		N		N

More information can be found on Meeting Room Sharepoint Pages

[Bar End Unit 1 - Meeting Rooms](#)

[How to book a meeting room](#)

[How to use the technology](#)

Cancelling meeting room bookings

Please ensure you cancel any room bookings in a timely manner to ensure there is availability for all colleagues.

Meeting room etiquette

Meeting rooms are in high demand across our headquarters complex. Please consider your colleagues:

- If you book a room and no longer need it, be sure to cancel it – others will make use of it.
- Leave the room as you found it. Please do not move furniture or technology equipment. It is set up to perform in the optimal way. If you bring food or drink to a meeting, please clear everything away at the end.
- Make sure you have booked enough time for the items you want to cover. If you are about to over-run, defer your remaining business to another meeting. The next meeting in the room must be able to start promptly.

- Book a room appropriate to your needs. There are relatively few large rooms, and they are there for large groups to use. If you are having a small meeting with one or two people, consider whether you could have this meeting in another space. If you do need a private room, please book the closest available size to your needs.

Fault reporting

For help and advice with the meeting room technology, please speak to reception in the first instance. They will escalate / report a fault on your behalf if unable to resolve locally.

General Meeting Room Enquiries

For any questions relating to booking, availability, capacity and technology please contact FM Events events@hants.gov.uk

Policies and Guidance

If you are about to start working in Bar End (or in any of our buildings) it's important you've considered the following important safety procedures and learned about the protocols you'll need to follow.

[Display Screen Equipment \(DSE\)](#): You will need to be sure your workstation is set up appropriately for you. See the guidance on assessment from Health and Safety.

[Personal Risk Assessment](#)

[Reasonable Adjustments](#): If you have a disability you will need to discuss any reasonable adjustments you may need, with your line manager. You may also be interested in a government scheme that can fund some reasonable adjustments, called Access to Work.

[Personal Emergency Evacuation Plans \(PEEP\)](#): If you would require assistance in order to safely evacuate from the building, your line manager MUST prepare a PEEP for you.

[Office protocol](#): Working in our building requires everyone to treat the shared areas as 'our space' not 'my space'. Find out more about the protocol for working here.

[Open Workplace Policy](#): If you work at home part of the time, and in our office part of the time, the Open Workplace Policy explains the rules of this arrangement.

[Updating your contact details](#): If you've moved from a different work base, you may need to update your contact details on O365. (If you've moved part of a large group, you may not need to do this, as it may have been done automatically for the whole group – check with your manager.)

Building Facilities

Kitchens

A kitchen is available for the preparation of food and drinks. Please wash up anything you have used and put it back in its place – Cleaners are not responsible for washing up.

Dish washing facilities are provided in the kitchenettes. It is your responsibility to wash up and put away and crockery or cutlery used.

A Zip Tap is provided for making hot and cold drinks. Kettles, toasters, and electrical coffee machines are not permitted. If you use a Cafetière you must dispose of your coffee grounds in the food waste caddy, not down the sink.

Microwaves are provided in both kitchens. It is your responsibility to clean up any spillages after use. Please be courteous of other building uses when heating food.

Fridges are provided in both kitchens. Priority goes to milk for space in the fridges.

Toilets

Toilets are provided on the ground floor and basement. All our toilets have bins for medical or sanitary products, regardless of gender.

An accessible toilet is available in the basement and is accessible via the rear door.

Waste

Confidential waste can be placed in secure blue wheelie bins marked 'confidential' in the resource hubs.

Dry Mixed recycling includes paper, cardboard, drinks cans and plastic bottles. Our aim is to recycle only the items that can be recycled well, and not to contaminate the waste stream. We therefore do not collect plastics other than bottles, as there is a high risk of contaminating the recycling with non-recyclable plastics. There is no need to rinse your drinks containers, as long as they are completely empty, but do rinse anything that is dirty.

General waste bins should be used for other waste. We have chosen our contractor carefully to ensure that waste disposal is as cost-effective and environmentally-sustainable as possible. None of the waste collected from Hampshire County Council is sent to landfill. If it is not practicable to reclaim the materials, the energy value of these resources is recovered safely, using modern energy-from-waste technology.

Glass such as empty coffee jars can be left in the kitchenettes. The cleaning team will remove them for you.

Batteries can be left at reception to be recycled.

Cleaning

Nviro are responsible for the cleaning of the building. They attend daily outside of office hours to minimise disruption to staff and operations. They will empty waste bins, clean floors, clean washrooms and kitchen areas.

When you work in the office, staff are responsible for cleaning desktops and IT equipment. In the kitchens, washing up facilities are provided for cups, cutlery and crockery.

If you have any additional cleaning requirements, please raise this through [Concerto](#).

Parking

Parking spaces are very limited and therefore it has been necessary to allocate all parking on site for operational use. This includes 8 spaces assigned for operational vehicles within services, as well as 6 parking bays for loading and unloading. Where visitors are expected onsite to collect or drop off items, please ensure FM are made aware so parking can be arranged.

Meeting and office visitors are expected to use the adjacent Park and Ride car park.

Blue badge parking is available.

Bikes: There is no bicycle parking provision at this site. Bicycle and scooters should not be brought inside the building.

Storage

Each team has been allocated office-based storage and store rooms according to their requirements.

Personal: Lockers are provided for daytime use and should be emptied at the end of the day. These are provided in the 1st floor resource room and ground floor break room.

Heating and Ventilation

The building operates using 2 heating systems. In the offices, radiators provide heat from two boilers. Each radiator has local controls to adjust the radiator up and down to personal preference. Windows are provided for ventilation.

If you are using the recording studio, it is not possible to open the windows due to secondary glazing. When recording is not taking place, the door should be left open to assist with air circulation.

In the basement, ceiling mounted heaters provide heat to the storerooms and library stock services areas. The basement also contains a filtered air ventilation system which circulates air at an ambient temperature.

If you are using the rear door to send out or receive deliveries, please be mindful of staff working in these areas and close the doors when not in use.

If you are concerned that the heating is not working properly, please report to the FM Helpdesk using the [Concerto](#) self-service online reporting form, rather than trying to change the settings.

Portable heaters should not be used in the building as these can pose risks to building users. The power consumption can cause the electric circuits to trip, trailing cables can present trip hazards, and they need to be sufficiently maintained for electrical safety.

If you have a medical requirement for a fan, please pursue via a Personal Risk Assessment.

Lighting

In office areas, each room has local controls for lights.

Some areas, including the warehouse, operate using automatic lighting.

Clocks are provided for meeting rooms only.

Signage is displayed according to our policy. Please help us maintain a consistent and professional workspace - do not make signage yourself. Any signage requests can be made via FM.comms@hants.gov.uk

Resource Areas

There are 2 resource areas in the building, located at reception and on the 1st floor.

In these rooms you can expect to find an MFD, lockers, laminator, and standard stock stationery listed below:

- Biro
- HB pencils
- Erasers
- Yellow highlighters
- Yellow sticky notes
- Shorthand notebooks
- A4 hardback notebooks
- A4 notepads
- Subject dividers
- Rubber bands
- Large paper clips
- Staples
- Internal envelopes
- Pre-printed impression envelopes
- C5 and C4 window and non-window envelopes (second class)

If there are any listed items you cannot find, please ask a member of FM.

For any nonstandard items, please order through [Concerto](#).

Staff should not order stationery using a P card. Order centrally via FM Post and Procurement team, who can achieve economies of scale and make savings by ordering centrally.

For issues relating to Printers and MFDs, you can refer to [Printsmart](#)

Notice Boards

There are noticeboards located in resource areas for the display of corporate messages, Health and Safety information and any local communications. Please do not fix anything directly to the walls, windows or doors around the building.

Poster slots can be booked for 2-week blocks. Please contact FM Comms for further information: fmcomms@hants.gov.uk

Posters in communal areas: Promotional poster slots can be booked in WCs at offices across our estate. In Winchester, there are also bookable slots in the lifts. Please contact FM Comms for further information: fmcomms@hants.gov.uk

WC Posters: For health and wellbeing topics, A4 poster slots are available in the toilet areas. (four week rotation)

Smoking

[Smoking Policy](#)

Smoking (or using e-cigarettes/ vapes) is not permitted in our buildings.

A covered smoking shelter is provided in the yard of Unit C. Staff are advised that all other smoking should be offsite.