

Desk Sharing Protocols

This guidance is to help you and your colleagues work together in your new SMART working office.

The points set out here can't cover every situation that might arise, but provided everybody buys into them, they can help to support an effective, efficient and respectful workplace.

These protocols are underpinned by three simple golden rules:

1. Respect each other and the space we work in
2. Feel able to challenge others and be willing to be challenged
3. Use common sense (i.e. be sensible when making decisions)

Space allocation

You will work in an open plan office, using shared workstations.

- ❖ When you use a workstation, make sure that the equipment settings (i.e. chair, monitor height) are set correctly for your comfort
- ❖ If you are going to be away from a workstation for more than two hours, log out of the computer and phone and don't leave anything on the desk
- ❖ If you are going to be away from a workstation for less than two hours, leave a post-it note on the monitor screen with your name and estimated return time
- ❖ Be tidy and adhere to the clear workspace rules at all times

Desk Sharing Principles

The main advantage of desk sharing is to break down barriers and encourage working across teams. You can learn more about the organisation by moving from desk to desk and interacting with colleagues. It is also more cost effective as premises costs will be cheaper as we will not be allocating a desk to every member of staff.

If you cannot find a free workstation, you can:

- ❖ Work in a quiet area
- ❖ If access to the network is required, borrow one of the spare laptops and use the breakout area by the lockers. Laptops can be borrowed from the Business Manager. There are six network ports by the lockers to connect laptops to the network.

Work Station Equipment

A typical workstation consists of:

- ❖ A desk
- ❖ A fully adjustable chair (*see note below)
- ❖ A flat screen monitor with keyboard and mouse
- ❖ A telephone with 'follow-me extension' facilities

***NOTE:** If you have a specially adjusted chair approved by Occupational Health, label it clearly on the back stating “[Your Name] – please do not adjust chair”. Colleagues may use your chair when you are out of the office

Noise Management

To keep noise at a minimum:

- ❖ Approach colleagues to speak to them rather than talk across the office
- ❖ Please do not stand behind/next to colleagues at their desks and talk over them if they are not involved in your conversation
- ❖ Try not to disturb other colleagues when having impromptu meetings
- ❖ Long conversations/mini meetings should take place in either the break out areas or meeting rooms and not at desks
- ❖ Don't talk louder than necessary on the telephone or use the loudspeaker function
- ❖ Set your mobile phones to discreet or vibrate
- ❖ Always be considerate of other staff when walking through the office

Storage and Confidentiality

You will have a locker to store your personal belongings. Duplicate keys can be obtained from the Business Manager.

North Central London CCG is working towards becoming paperless so there will be limited access to filing cabinets. Documents should be scanned and filed electronically. The Canon photocopier has a 'scan and send' function which emails scanned documents to you. For help using this function, please contact the Business Manager or any of the Administrators.

You are responsible for ensuring that any personal and/or confidential data you deal with is kept secure. You should:

- ❖ Use the 'secure printing' option when printing confidential information on the Canon photocopier
- ❖ 'Lock computer' when away from your workstation
- ❖ If possible, find a suitable private space when making confidential calls
- ❖ Clear sensitive information when away from your desk
- ❖ Use your locker for personal belongings and immediate working papers

Communications

With more flexibility comes more responsibility and the need to be organised so that colleagues and clients know where you are and how to contact you. With this in mind:

- ❖ You must log on the phone as soon as you secure a workstation.
- ❖ Make sure you have a telephone voicemail message set up and that you have enabled calls to be diverted to your voicemail message when you do not answer the phone or you are on another call already. You only need to put this divert on once. For help using your phone, setting up your voicemail and activating the divert to voicemail, please visit the intranet for more information.

- ❖ When away from a workstation (e.g. annual leave), you should forward your calls appropriately and/or make sure your voicemail message mentions your return date and gives callers an alternative number to call in your absence.
- ❖ Answer all calls using the North Central London CCG corporate greeting – Good morning/afternoon, North Central London CCG, can I help you?
- ❖ Use the 'Out of office' message function in MS Outlook, making sure you include your return to work date and alternative contact details in your absence
- ❖ Use MS Outlook calendar to record all your appointments (with their locations) including annual leave, training and home working
- ❖ Set your calendar permissions so all staff can view your calendar. Confidential appointments can be marked as 'private' which means that their content cannot be viewed by anybody
- ❖ You are responsible for taking your own calls when home working
- ❖ Every time you log on to a new computer, you will need to re-set up your e-mail signature in Ms Outlook. Once you have done this, you will not need to do it again the next time that you use that computer. For help with your email signature, visit the intranet for more information.

Hygiene and Cleanliness

Help to keep your work place clean and free from personal items

- ❖ Follow the clear workspace protocols which also ensures the desks are cleaned every day
- ❖ Use wipes to clean workspace equipment such as telephone and keyboard
- ❖ Consider what you eat at your desk and take care to clean up any mess immediately
- ❖ Food with strong smells should be consumed in the kitchen area
- ❖ Always tidy up after using any workspace, including meeting rooms and breakout areas

Home Working requests

Home working is a voluntary arrangement which requires both staff and manager consent.

Computers with specific software

Some computers have specialised software on them. A list of these machines, the software and the people who require the software, is held by the Business Manager. These people will participate in SMART working as normal, but will have priority over other colleagues if they need to use a machine with specific software in order to perform their job.