

## To all Managers

Dear Colleagues,

Information is being prepared for general distribution to all staff concerning the decant of the Civic Offices and the relocation of staff and councillors to other offices. The decant is being carried out on a phased basis. The first teams are due to move on 21 January with the planned processes completed at the very end of May.

Many offices will be relocated to the Conder Building but we are also moving staff into Homefield, Hemnall Street, Parsonage Court and Oakwood Hill. In some cases it is necessary to relocate staff already within those offices as we create space for other teams to move in.

Facilities has prepared a draft schedule of moving dates for staff. While there may be some changes to the detail, please share these dates with your staff and prepare them for the moves.

- Dispose of any unnecessary paperwork, files, furniture and equipment
- Pack up items to be moved
- Ensure all staff test mobile working equipment such as laptops, phones and other devices to iron out technical bugs

This last item is vital. We are moving from our current under occupation into a 7/10 desk ratio. Staff are to be encouraged to embrace new ways of working including working from home. Making sure the technology works in advance is therefore essential (see more on technology below).

HR is also producing new policy guidance to help you and your staff adapt to the new ways of working. Draft documents should be with you soon.

Facilities will assist you to make your moves with packing boxes and removal of unwanted items.

## Decant programme

Team	Office Move		Planned moving dates	
	From	To	Start	End
Benefits Compliance	G50, G52, G54a	G53/57, G34/38	21-Jan-20	22-Jan-20
Electoral Services	1.20 / 1.22	Homefield House	TBC	TBC
Corporate Communications	1.12	Homefield House	TBC	TBC
Democratic Services	1.19	Homefield House	TBC	TBC
ICT (323 House)	G29-G41	G44, G52, G54a	30-Jan-20	31-Jan-20
Jeff Dixon, Peter Millward	2.42a, 2.42b	2.38 / 2.40	10-Feb-20	10-Feb-20
Economic Development	1.68	2.42a, 2.42b, 2.44, 2.46	12-Feb-20	14-Feb-20
Estates	1.67, 1.69	2.40 / 2.42	24-Feb-20	25-Feb-20
Planning Admin	2.35 / 2.37	2.38	04-Mar-20	04-Mar-20
Land Charges	1.50 / 1.52	2.38	05-Mar-20	05-Mar-20
Housing Grants	G23	G56	09-Mar-20	10-Mar-20

Legal Services (part)	1.58	1.56	18-Mar-20	18-Mar-20
Waste Management	2.15	1.62, 1.64	23-Mar-20	24-Mar-20
Internal Audit	1.72	1.58	26-Mar-20	27-Mar-20
Planning Policy, Local Plan	2.29, 2.31	2.33, 2.41 / 2.43	01-Apr-20	03-Apr-20
Planning	2.36	2.32 / 2.34	30-Mar-20	03-Apr-20
Environmental Health	2.11	G56a	07-Apr-20	08-Apr-20
Customer Team	2.18	1.50	14-Apr-20	17-Apr-20
Housing Assets	G23 & Parsonage Ct	Oakwood Hill Depot	27-Apr-20	01-May-20
Invoices & Finance Support	G02, 1.33, 2.13	2.35 - 2.39	30-Apr-20	05-May-20
People Team	1.26	2.29, 2.31	15-May-20	15-May-20
Accountancy	2.12	2.36	18-May-20	19-May-20
Housing Strategy, Housing Development, Home Ownership	G08, G16, G23	1.67, 1.72 - 1.76	22-May-20	29-May-20
Housing Management	G17	1.69 & Hemnall St	22-May-20	29-May-20
Housing Options	G18, G20	Hemnall St & Parsonage Ct	22-May-20	29-May-20

Copies of the floorplans for the Conder Building and Homefield are attached.

## Contacts

We are working on a set of FAQs to help you answer detailed questions from your staff. You can also contact the following for specific advice:

Alison Girdiefski – Project Manager

Tom Ellwood (Facilities) – office move logistics

Jo Budden (People Team) – HR policies and guidance on New Ways of Working

Paula Tredgett – ICT

## Technology Considerations

The rollout of MS Teams announced in December ([see District Lines](#)), is central to our New Ways of Working. We are concerned that some people still haven't had their laptops enabled for homeworking or tested to make sure they work properly from home.

We support remote working connections in three different ways

- Watchguard VPN (via wifi)
- Aerohive (hardware connected to home routers)
- Citrix Hub (via wifi) Note - Teams may not be currently available remotely via Citrix. Talk to ICT if you need alternative connection.

All our connection methods are simple to use but ICT will provide guidance notes to support staff.

Check that all your team members (especially those required to work from home) have

- had their laptops set up for home-based working, and
- have tested the capability recently.

If the answer to either of these is “No”, get an ICT service request raised ([link from the intranet](#)) as soon as possible.

Help us manage service requests by discouraging your staff from visiting ICT without an appointment. (as per recent District Lines).

### **Simulated Home Working**

We have set up a BT test network in ICT (available by appointment) to simulate home working and make sure each laptop is properly configured. If there is sufficient demand, we will also hold some drop-in days.

Anyone who goes home without testing their connection first, will probably need to return their laptop to ICT to fix problems, wasting time and affecting productivity. Local problems such as wifi signal and broadband capacity are matters for individual staff and not something ICT can assist with.

### **Member Meetings**

The Council Chamber and the Committee Rooms will remain available up to Annual Council on 21 May. After Annual Council, most member meetings will be in the ground floor Conference Room of the North Weald Control Tower. Plans South, Licensing and Local Councils Liaison will be held at Debden Park School Community Centre. Full Council meetings will be held at Waltham Abbey Town Hall.

### **Car Parking**

There will be minimal impact on carparking during the decant for Civic Offices and Conder Building staff. While some parking bays will be lost, to accommodate temporary toilet blocks for staff and public use, and for our contractor’s vehicles and site set-up, there will also be fewer staff located on site with a consequent reduction in demand for spaces. However, ultimately there will be much less parking at the Civic Offices and it remains important to encourage your teams to reduce reliance on cars as much as possible through home working and alternative forms of transport.

### **Impact on Customers – Who should you tell**

As managers you should consider any disruption to services or information useful to our customers, contractors and clients. Provide standard information to include within your correspondence, emails and in your customer service areas.

Ensure Customer Services is aware of any gaps or changes to your services.

Contact Corporate Communications for logos and branding information.

Regards

Georgina

**Georgina Blakemore**  
**Chief Executive**