

27 June 2023 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 19.06.23

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https://www.youtube.com/channel/UCLT1f_F5OfvTzxjZk6Zqn6g



Improvement & Innovation Advisory Committee

Membership:

Chairman: TBD; Vice-Chairman: TBD

Cllrs. Abraham, Bayley, Clayton, G. Darrington, Hogarth, Malone, Manamperi, Morgan, Thornton, Varley, Waterton and White

Agenda

There are no fire drills planned. If the fire alarm is activated, which is a continuous siren with a flashing red light, please leave the building immediately, following the fire exit signs.

	Pages	Contact
Apologies for Absence		
1. Appointment of Chairman		
2. Appointment of Vice-Chairman		
3. Minutes To agree minutes of the meeting of the Advisory Committee held on 28 February 2023, as a correct record.	(Pages 1 - 4)	
4. Declarations of interest Any declarations not already registered.		
5. Actions form previous meeting (if any)		
6. Update from Portfolio Holder		
7. Referral from Cabinet or the Audit Committee (if any)		
8. Role of the Advisory Committee and Key Challenges	(Pages 5 - 6)	Jim Carrington-West Tel: 01732 227286
9. Investors in People	(Pages 7 - 8)	Jim Carrington-West Tel: 01732 227286
10. Meeting Point Update	(Pages 9 - 38)	Detlev Munster Tel: 01732 227099

11. **Work plan**

(Pages 39 - 40)

EXEMPT INFORMATION

At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

IMPROVEMENT & INNOVATION ADVISORY COMMITTEE

Minutes of the meeting held on 28 February 2023 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Bayley (Vice Chairman)

Cllrs. Abraham, Andrews, Bonin, Clayton, Eyre, Hogarth, Nelson, Pett and Waterton

Apologies for absence were received from Cllrs. McGregor

Cllrs. Griffiths and Purves were also present.

Cllr. Dickins was also present via a virtual media platform that did not constitute attendance as recognised by the Local Government Act 1972

30. Minutes

Resolved: That the Minutes of the meeting held 24 November 2022, be signed and approved as a correct record.

31. Declarations of interest

There were none.

32. Actions from previous meeting

There were none.

DEFERMENT OF AGENDA ITEM

With the agreement of the Committee, the Chairman deferred Agenda Item 7 “Environmental Health Innovation” to a future meeting.

33. Update from Portfolio Holder

The Portfolio Holder, and Chairman, gave an update on the services within their portfolio. Despite financial pressures during the budget, the Capital Programme was maintained and progress was being delivered on all sites. Options for the Bevan Place site were being explored. The Meeting Point site in Swanley was set to open in March 2023, and aimed to be fully operational in April.

The White Oak Leisure Centre celebrated its first anniversary in February 2023. The gym seen 4 to 5 times more users than before and performance numbers for all services remained high. The Portfolio Holder emphasised the non-capital

Agenda Item 3 Improvement & Innovation Advisory Committee - 28 February 2023

benefits that capital programmes can have, including providing sites where residents can both enjoy themselves and remain healthy. The leisure centres at Edenbridge and Sevenoaks would be reviewed.

The first car parking spaces on the Stangrove Estate would be operational soon. The Spitals Cross Estate plan had been adjusted following a consultation. The Council aimed to discuss the plans for the land east of Sevenoaks High Street in consort with Sevenoaks Town Neighbourhood Plan in the near future.

34. Referral from Cabinet or the Audit Committee

There were none.

35. LGA Corporate Peer Challenge Progress Review

The Chief Officer for Customer & Resources presented the report and updated the Committee on the LGA Peer Challenge Progress Review. The review took place in November 2022 and examined the Council's progress against the nine recommendations from the Peer Challenge. The Council had quickly delivered positive actions against most of the recommendations, which impressed the reviewers. They acknowledged that there were some limits on the responses due to the economic climate.

In response to questions, the Chief Officer explained that the Council were praised for their management of large public consultations, and that the actions were progressing towards always engaging the community in smaller issues.

Resolved: That the report be noted.

36. UK Shared Prosperity Fund Update Report

The Economic Development Officer presented the report, which updated the Committee on the key programme to be delivered via the UK Shared Prosperity Fund (UKSPF). The Council was allocated £1,000,000 for the period 2022 - 2025. The programme included a range of projects working with other Council teams and external partnerships, emphasising building upon existing activity and groups. Some projects would also be delivered across the West Kent partnership with Tonbridge & Malling Borough Council and Tunbridge Wells Borough Council, such as the West Kent business support scheme. For example, funding had been allocated to researching sector skills, to inform further People & Skills work. All funding for Sevenoaks District would only be used to support organisations within the District. The Officer then outlined the schemes within each priority.

The Officer outlined the Council's approach regarding the Rural England Prosperity Fund. Funding would be offered to rural businesses to provide a West Kent business support scheme, building on the successes from the former West Kent LEADER scheme. The Council were awaiting approval for spending for the REPF.

In response to questions, the Officer explained that the details of the actions were being refined, as permission to spend was only granted in December 2022. The

Council was working with town and parish councils to ensure that work was supportive of their town plans. Members discussed the mentoring support for businesses included within the UKSPF plans, and were advised that the Council were commissioning a provider for the plan to support businesses with grants, advice, and events.

Resolved: that Cabinet be updated on the key programme to be delivered via the UK Shared Prosperity fund, including the Rural England Prosperity fund proposals.

37. Work plan

The Work Plan was noted, with the following addition:

27 June 2023:

- Environmental Health Innovation

38. White Oak Residential

The Regeneration Development Project Manager presented the report, which set out updates to the development proposal for the White Oak Leisure Centre Residential Scheme. The scheme had decreased in density, to create a better quality environment and more family houses, resulting in a reduction from 81 to 61 units. This was based on further design and viability testing as well as feedback from Councillors. The procurement approach had been updated to reflect the needs of modern methods of construction (MMC). The Council had successfully obtained £840,000 of Brownfield Land Release grant funding for the site. The Council had a guaranteed fixed works price from its contractor, which gave the cost plan a high degree of certainty. The Officer explained that this was the Council's first modern methods of construction (MMC) scheme of which will deliver high quality, environmentally efficient and sustainable homes with new open space, trees and enhanced landscaping. The scheme's indicative program indicated that a planning application would be submitted for spring 2023, with construction beginning in October 2023.

The Committee discussed the reduction in the number of units, noting that it allowed for a reduction in height of the scheme, an increase in green space, and more family homes. They further discussed modern methods of construction, and heard that there were no issues with obtaining mortgages or insurance for properties built in that way. They heard that houses would have the option of installing PV cells and air source heat pumps.

They discussed the lack of affordable housing provision within the scheme. They were advised that, as a single project within a larger White Oak scheme, revenue from the site were needed to help deliver the overall development and the newly completed White Oak Leisure Centre. They also heard that two developments consisting entirely of affordable housing were under way in Swanley, but that this scheme would not be viable if it included any. They further discussed transport,

Agenda Item 3
Improvement & Innovation Advisory Committee - 28 February 2023

and heard that 68 parking spaces would be provided, and the train station was within walking distance.

Resolved: That, under section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting when considering Appendix B of Item 10 (Minute 38), on the grounds that likely disclosure of exempt information was involved as defined by Schedule 12A, Paragraph 3 (Relating to the business or financial affairs of a particular person (or the authority holding that information))

Members discussed the information within the confidential appendix and asked questions of clarification.

Resolved: That the recommendations to Cabinet and Council be endorsed.

THE MEETING WAS CONCLUDED AT 8.23 PM

CHAIRMAN

ROLE OF THE ADVISORY COMMITTEE AND KEY CHALLENGES

Improvement & Innovation Advisory Committee - 27 June 2023

Report of: Deputy Chief Executive and Chief Officer - Customer & Resources

Status: For Information

Key Decision: No

Portfolio Holder: Cllr. Julia Thornton

Contact Officers: Jim Carrington-West, Ext. 7286

Recommendation to Improvement & Innovation Advisory Committee:

That the report be noted.

Introduction and Background

- 1 The purpose of this report is to provide details of the role of the Committee and the areas of responsibility including the key issues and challenges facing those areas.
- 2 The Terms of Reference are listed below and there will be a short presentation explaining the relevant service areas.

Terms of Reference

- 3 The following terms of reference are taken from Appendix R of the Council's Constitution.
- 4 Each Cabinet Advisory Committee shall:
 - (a) undertake policy initiation and development;
 - (b) consider such other matters as are referred to it by the Portfolio Holder;
 - (c) at the request of either Cabinet or the Audit Committee carry out specific research and development projects and to submit recommendations to Cabinet; and
 - (d) develop and approve its annual work plan ensuring that there is efficient use of the Committee's time.

Agenda Item 8

- (e) The Cabinet Member be requested to provide a report to each meeting outlining their activities since the previous meeting and any decisions they intend to take in the following three months.

- 5 Within the areas of responsibility of: Policy, Performance, Communications, Customer Service, Business Transformation, Special Projects, Digital, Workforce, Economic Development & Regeneration, Equalities, Members, Wellbeing

- 6 The Cabinet Advisory Committees are to ensure that there is mutual respect and co-operation with all other Committees within the Council.

Key Implications

Financial

None.

Legal Implications and Risk Assessment Statement

None.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.

Appendices

None

Background Papers

None

Jim Carrington-West

Deputy Chief Executive and Chief Officer - Customer & Resources

INVESTORS IN PEOPLE

Improvement and Innovation Advisory Committee - 27 June 2023

Report of: Jim Carrington-West - Deputy Chief Executive, Chief Officer Customer and Resources

Status: For Information

Also considered by: N/A

Key Decision: No

Portfolio Holder: Cllr. Julia Thornton

Contact Officer: Jim Carrington-West Ext. 7286

Recommendation to Improvement and Innovation Advisory Committee:

That this report be noted.

Reason for recommendation: This report is for information only.

Introduction and Background

- 1 Sevenoaks District Council has worked closely with Investors in People for many years. This work seeks to provide an independent view of the organisation's approach to managing and developing its workforce.
- 2 Whilst the Council has held Investors in People status for many years, it was assessed against the new, expanded framework in 2009, achieving the highest level of accreditation. This exercise has been repeated approximately every three years with the latest assessment concluding early 2023.
- 3 It is very pleasing that, following the conclusion of the latest assessment process, the Council has once again achieved the highest level of accreditation for the fifth consecutive time.
- 4 This places Sevenoaks District Council in the top 1% of accredited organisations and one of only two local authorities to hold the highest Platinum level accreditation.
- 5 The Chief Officer Customer and Resources will give a presentation to summarise the findings of the recent Investors in People assessment in more detail.

Agenda Item 9

Key Implications

Financial

There are no financial implications to this report.

Legal Implications and Risk Assessment Statement.

There are no legal or risk implications related to this report.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment

Conclusions

This report is for information only and Members are requested to note the report.

Appendices

None

Background Papers

None

Jim Carrington-West

Deputy Chief Executive, Chief Officer Customer and Resources

MEETING POINT UPDATE

Improvement and Innovation Advisory Committee - 27 June 2023)

Report of: Detlev Munster, Strategic Head of Property and Commercial

Status: For Information

Also considered by: None

Key Decision: No

Executive Summary: This report provides an update on the redevelopment of 27-37 High Street, Swanley. The building project recently achieved practical completion and has delivered 17 new homes and a business hub, known as Meeting Point.

This report supports the Key Aim of: supporting our local economy.

Portfolio Holder: Cllr. Julia Thornton

Contact Officer: Detlev Munster, Ext. 7099

Recommendation to Improvement and Innovation Advisory Committee:

To note the delivery of 17 new affordable homes and a new business hub in Swanley

Reason for recommendation: To provide an update on the delivery of this significant capital project.

Introduction and Background

- 1 In May 2020, the Council achieved planning permission for the redevelopment of 27-37 High Street to incorporate 17 new homes, a 250sq.m business hub, parking and a new garden.
- 2 The Council was successful in applying for a £1.49m grant from Getting Building Fund which enabled the project's delivery and a contractor was appointed by March 2021.

Agenda Item 10

- 3 The construction programme experienced numerous set-backs primarily associated with poor delivery performance by third parties, such as the statutory utility providers. For example, substation works undertaken by UK Power Network failed commissioning and works needed to be rescheduled causing significant delays to our contractor. Similar issues were also experienced with BT and Thames Water. As part of the Council's project management process, a detailed closure report will be prepared highlighting key lessons.
- 4 Practical completion was achieved in June 2023 and is within the established budget set by Council (c.£6.1m). Appendix A provides photos of the scheme.
- 5 While construction work took place, the disposal strategy for the residential units was agreed and it was decided to transfer 17 new homes to Quercus Housing. This transaction is due to complete by the end of June allowing occupation of the new homes in July. The Housing Team is currently finalising the allocation of these units to households on the Council's housing waiting list.
- 6 Further work was also undertaken with getting the business hub operationally fit. In this regard:
 - a new hub manager and a new hub assistant were recruited
 - a draft business plan was prepared and updated
 - a draft communications and marketing plan was prepared and updated
 - a branding strategy was prepared
 - a new dedicated website was launched
 - a pricing strategy was adopted
 - hire agreements were drafted
 - Fittings, furniture and equipment was agreed and purchased
 - Relationships were established with key business support organisations
 - A business support programme (funded by the UKSPF and delivered by Smarter Society) was established and launched under the West Kent Partnership banner
 - Other UKSPF and REPF programmes will also be accessible to Meeting Point users.
- 7 Meeting Point was established to support SMEs and entrepreneurs with the development and growth of their businesses. It provides conveniently located co-working spaces in Swanley, which also fulfils the Council's key priority in supporting its town centres and their high streets.
- 8 Meeting Point's co-working space includes:
 - Three dedicated offices
 - 15 dedicated workspaces
 - 9 "hot-desks"
 - Meeting room

- Informal meeting break-out areas
- Event space

- 9 Further information about Meeting Point can be found in Appendix B.
- 10 Meeting Point opened its doors to the public on the 05 June 2023, with two offices already having been snapped-up and the occupation of the third office and two permanent workstations currently being finalised.
- 11 A detailed marketing campaign has now commenced.

Other options Considered and/or rejected

12. Not applicable to this report.

Key Implications

Financial

13. Not applicable to this report.

Legal Implications and Risk Assessment Statement.

14. Not applicable to this report.

Equality Assessment

15. Not applicable to this report.

Net Zero Implications

16. The decisions recommended through this paper have a remote or low relevance to the Council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.

Conclusions

17. Construction of the 27-37 High Street project has now completed and the project enters its closure and operational phase. In particular, it enters the defects and liabilities period for one year during which period all defects etc are noted and will require the contractor to attend to these matters.
18. The new build has also been successfully commissioned and despite the delays, was achieved within budget.

Agenda Item 10

19. Meeting Point has also been successfully commissioned and is now operational and will provide much needed business support to local businesses and entrepreneurs.

Appendices

Appendix A - Photos

Appendix B - Meeting Point Welcome Pack

Background Papers

None.

Detlev Munster
Strategic Head of Property and Commercial

Appendix A – Photos of the Scheme

Figure 1 – Bird-eye view of front elevation



Figure 2 – Birds-eye view of rear elevation and garden



Agenda Item 10

Figure 3 – Meeting Point reception



Figure 4 – Meeting Point informal breakout area



Figure 5 – Meeting Point fixed workspaces



Figure 6 – Meeting Point informal breakout area



Figure 7 – Meeting Point Board Room



Agenda Item 10

Figure 8- Open-plan kitchen/living area of residential unit



Figure 9 – Corridor of residential unit

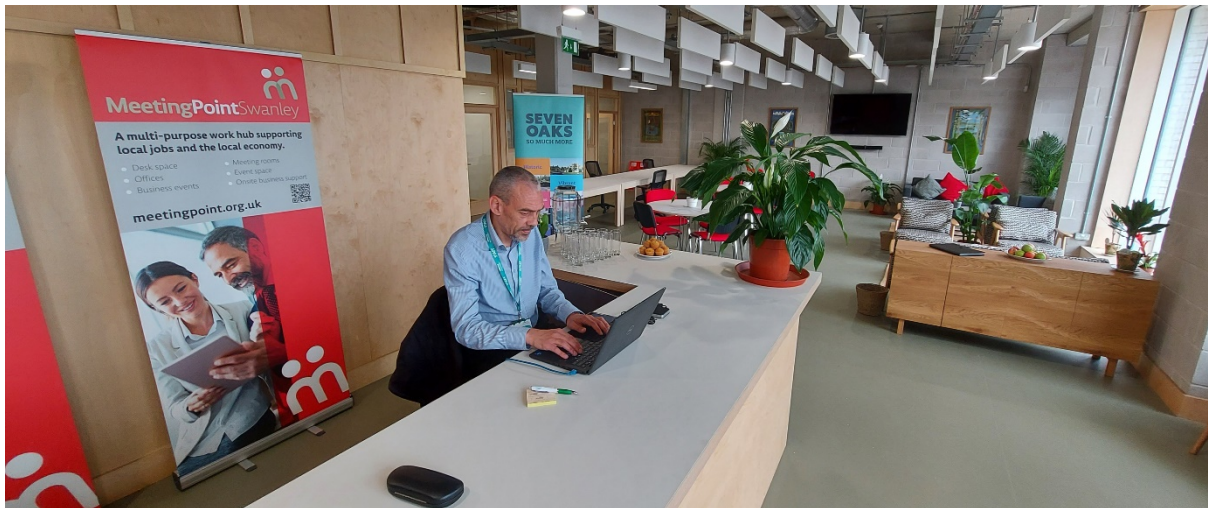


Figure 10 – Residential unit bathroom



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MeetingPointSwanley



Welcome Pack

Introduction

Welcome to Meeting Point!

This welcome pack has been designed for anyone using Meeting Point, 29 High Street, Swanley. The information aims to ensure that users have a clear understanding of processes and procedures that are in place, as well as the unique features of our facility to make your stay with us as comfortable as possible.

Sevenoaks District Council has developed Meeting Point as part of its Economic Development Strategy to support the district's economy and in particular to encourage and promote entrepreneurship and business development. The site has been within our ownership for a number of years and is also part of our strategy to invest in property to stimulate regeneration and support our high streets. Meeting Point is located at 29 High Street, Swanley, on the ground floor of a mixed use building with 17 flats on the upper floors. It shares outside space with the residential accommodation and the rear parking area can be used under exceptional circumstances.



Our Vision is to be a vibrant and well used centre supporting businesses to start up, grow and be successful. We will endeavour to provide you with a professional business support service, at all times being courteous and resourceful to our user's needs.

Our Features

Meeting Point is a supported office environment for people wishing to hire offices, desks, meeting venues and support services on flexible terms. The entire centre is WIFI enabled with download and upload speeds of 1000Mbps and 115Mbps respectively.

We offer:

- Hot desks that can be hired on a casual basis
- Allocated desks that can be hired for longer periods of time
- Small dedicated offices for hire
- A variety of meeting areas in a friendly open plan environment
- A meeting room available for hire
- Storage lockers
- Access to a kitchenette
- Access to printer/scanner/photocopier
- WIFI enabled through out (including the garden area)
- Video conferencing facility
- Shower facilities
- Free refreshments
- If required, a screen, keyboard and mouse can be provided too!

Our on-site staff is also available to assist you with basic office support functions, but is primarily here to provide:

- Postal support
- A business support sign-posting service to our specialist providers
- Mentoring, coaching and business support advice
- Curated business support events (look out for events on our notice board and our website)

An added benefit of being located at Meeting Point is access to the Council's reprographics team, which is able to produce high quality print media and merchandising for you at a special fee.

Meeting Point has also established a partnership network with:

- Sevenoaks Chamber of Commerce
- Federation of Small Businesses
- West Kent Partnership
- Smarter Society
- British Library
- Kent Invicta Chamber of Commerce
- Visit Kent
- Produced in Kent
- Canterbury Christ Church University

Depending on your business needs, we may be able to draw support from these partners to provide you with added assistance. Our friendly on-site team can advise you further on support programmes you may be eligible to access.

Our Team

Meeting Point has two full-time dedicated staff members available to assist you.



Richard Cavanagh
Hub Manager

Ben Moore
Hub Assistant

Richard and Ben are also supported by other Council officers from the Economic Development Team, and they will be working at Meeting Point at set times throughout the week.



Our Operating Hours and Access

Meeting Point users have access to the hub from 08:00 to 18:00 Monday to Friday except bank holidays. Those with longer term hire agreements, such as those that have occupancy of a fixed desk or office will also have access on weekends from 09:00 to 16:00.

Our on-site team will be on site Mondays to Fridays from 8:00 to 18:00 excluding bank holidays.

Our meeting venues can also be booked after hours from 18:00 to 21:00.

Certain users will be given a fob allowing them to access the hub within the opening hour period. Please discuss your access arrangement with our on-site team.



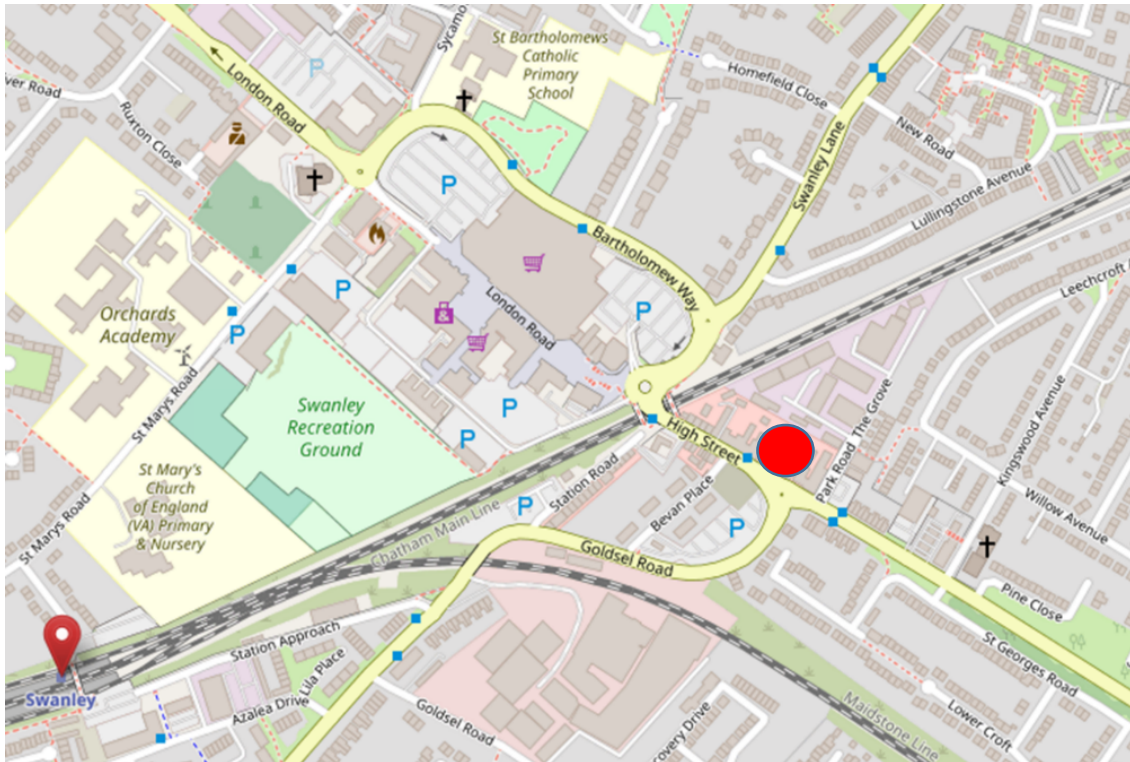
How to Book your space

We recommend pre-booking your space to ensure availability through our online system on www.meetingpoint.org.uk

We can also take card payments in person, this can only be done on site as we cannot take card details over the phone.

Location and Contact Details

Meeting Point is located on Swanley High Street, Swanley. We are a 7 minute walk from Swanley Train Station, and within 50m of Park Road car park. Bus route numbers 2, 233, 429 and 477 service the High Street with a regular timetable.



Address:

29 High Street
 Swanley
 Kent
 BR8 8AE

Telephone:

01732 227000

Email: info@meetingpoint.org.uk

Website: www.meetingpoint.org.uk

Car Parking

There is no on-site car parking, except for a disabled user, but provision can be made should you need to load or off-load your belongings from the rear car park.

While we encourage our users to use sustainable transport modes, such as public transport, walking and cycling, should you need to use a car, there is a public car park within 50m located on the corner of Park Road and Swanley High Street. This is a Council Car Park and there is a fee to use it, parking can be paid for via the MiPermit parking app. Further details available on:

https://www.sevenoaks.gov.uk/directory_record/20/park_road_swanley_br8_8ah

Cycle Storage

There is a cycle store in the rear garden which is accessed through the undercroft passage. To access it, you will need to discuss or buzz the hub team.

Please ensure your bike and belongings are securely locked.

Breakout Spaces

Round tables for collaborative working and sofa areas for more informal conversations and networking is available for you and your guests. These are not pre-booked and can be use whenever available.



The Board Room

Our board room can accommodate 10 people comfortably around a meeting table. The board room can also be configured to accommodate up to 19 people in theatre style. The meeting room is enabled with WiFi, and digital conferencing facilities to facilitate hybrid working and on-line meetings. In addition, the board room has white boards/display boards for your use.



Events Space

Meeting Point can also be hired to host small events. Our foyer can accommodate up to 60 people. Please enquire with our on-site team.



The Garden

Our garden is a shared with residents in the building. You are welcome to use it, it does have access to WiFi, but please be considerate of others when using this space.



Refreshments

Meeting Point users will have access to a kitchenette facility where you will find a Quooker tap with instant boiling water, cold filtered water facilities, and a fridge/freezer.

There is also a separate kitchen located behind reception where a microwave is available which users are welcome to use, please be mindful that access is from behind the reception area.



No refreshments other than tea and coffee will be provided, so please bring your own or make the most of the high street location to purchase what you need. Please be considerate of other users around you and avoid strong smelling foods and be mindful that collaborative working may be taking place. The garden is available for your use too, but please keep it clean and tidy and place any waste in the bins provided.



The Meeting Point is just off Swanley High Street within easy walking of Swanley Square shopping area where you can find many cafés, shops, and restaurants for purchasing refreshments and other essentials. Please ask reception staff if you require any recommendations and enjoy the opportunity to browse the town.

ICT Equipment

Meeting Point is fully enabled with WiFi. Please confirm the network name and password with the hub team. These will normally be provided when you sign-up.

Please bring your own IT equipment, however, please do ask if you have forgotten anything as a number of spare monitors and sundries may be available. If you borrow equipment, please ensure you sanitise before and after use.

Your Work Station

You will be allocated a work station on sign-up. If you wish to be located elsewhere, please discuss this with our team.



Your co-operation in keeping the workspace tidy is appreciated. It is important that desks are kept clear of paperwork and personal items are cleared away. This helps us to ensure confidentiality, safety and also allows cleaners the access they need.

Please remove laptops, phones, and belongings from the desk at the end of your booked period, if not they will be removed and stored by reception staff pending collection. Any items left on the desk during the day are at your own risk, we encourage a collaborative culture and atmosphere but we do rely on all users to comply with guidance on not allowing people to follow you into the building and being vigilant when on site for the safety and security of all users.

Lockers

Lockers are provided subject to availability please enquire via reception.



The lockers are easily programmed with a 4 digit numeric pin of your choice, this is unique to you so please do not forget the number used.

Lockers will be cleared at the end of every week unless you have a prior arrangement with the reception team. Contents will be kept by reception staff for collection. If items are not collected within 1 week, the Council reserves the right to dispose of these items.

CCTV

These are strategically located to monitor the entrances and the vestibule area. They are provided for your safety and have been located to maintain your privacy too.

Our CCTV provision complies with the Council's data protection policy and other appropriate regulations.

Confidentiality

Please show consideration for others and for confidentiality when having conversations. If your conversation is of a sensitive nature, please ensure that it cannot be overheard. Likewise, please be considerate of others when talking on the phone and think about noise levels.



If you require a private area for a confidential discussion please check with reception staff if there is any availability for this within the centre.

Meeting Point users code of conduct as part of user terms states that Confidentiality must be maintained.

Please note that the garden area is shared with the residential accommodation on site therefore confidentiality of conversations outside can not be assumed.



Cleaning

Please ensure you leave your space as you found it and dispose of litter accordingly. You may wish to wipe down equipment before and after use and antibacterial wipes are available at reception.

Cleaning will take place daily from 17:30; non-office users will need to vacate the premises, users of private offices may stay but need to be aware of the cleaning in process and facilitate where necessary.

Should you be concerned with the cleanliness of the facilities encountered, please do bring this to the reception team's attention. Feedback is always welcomed!

Reporting of building issues

Please report any issues with the building to Reception, who will raise a request accordingly.

Toilets

There are toilet facilities clearly marked next to the kitchenette, this includes a shower/wet room facility with baby changing available.

Please be considerate of others when using facilities and report any issues discovered to reception staff.

Please be mindful of others when opening doors into and within the toilet area to avoid potential accidents and report incidents to your reception team who will take appropriate action.

Telephones

There are no telephones provided within the desking areas. Please ensure you use a headset or earphones when making and receiving calls via your laptop for your own confidentiality and to avoid disrupting the work of others. Spare headsets may be available from your reception team.

Please be mindful of confidential conversations and ensure you cannot be overheard if carrying out a sensitive call.

Printing, Scanning, Photocopying

There is a printer located within Meeting Point - access to this will be provided as part of your booking. A fair use policy is in place and if exceeded you will be charged for any excessive printing. You also have access to the Council's reprographics team, and if you require assistance with bulk printing or professionally prepared print media, please discuss this with the reception team. This service is available at a fee.

Office Etiquette

Be aware of noise and move conversations to the collaboration spaces when appropriate.

Be open to challenge - we all need to be considerate of those working around us and follow our innovative approach to work.

Coats and Bags

Please ensure that coats and bags are stored safely, and do not pose a trip hazard. Coat hooks are available in the vestibule and used at your own risk. An umbrella stand is located at the main entrance.

Security

Please do not let anyone you do not know follow you into the building, where the door is free to open, please ensure that you direct any unknown people to the reception area where they can be signed in appropriately.

Please lock screens and secure confidential documents if leaving your desk for any period.

Please note that the booking slot is personal to you and you may not have visitors unless by prior arrangement - all visitors must be booked in for health and safety reasons.

Any incident involving an actual or potential security breach should be reported to Reception.

Please report any accidents or hazards to reception staff who will report accordingly or rectify where appropriate.

Housekeeping

Please keep kitchen areas clean, wash up and clear items away. Remove items from the fridge at the end of each day.

Please leave collaboration spaces and working areas clean and tidy, clearing away mess by the end of each day, please also ensure you clean down the desks, keyboards, mouse etc. with anti-bacterial wipes or spray.

Smoking and Vaping

Meeting Point operates a non-smoking policy, this means that smoking or vaping is not permitted, within the building or in the garden.

First Aid

If you require First Aid while working from Meeting Point, please head to reception where a member of staff will be able to locate an appointed first aid person or call the emergency services.

There is a first aid kit available, but please do let reception staff know you need access to it.

Fire alarm & evacuation

A fire alarm test is carried out once a week and takes place on Wednesdays at around 11am. Other health and safety related checks are also undertaken on a regular basis.

Each year there will be a minimum of two fire drills carried out, in line with legal requirements. Please act appropriately and follow instructions given by our fire marshal.

In the event of an alarm sounding, Meeting Point staff / trained fire marshals will escort you from the building safely. Please exit the building via the front doors and head to the muster point, which is located in the Park Road carpark.



Exit via the front door and immediately turn left, calmly walk straight to the first turning (Park Road) where this parade of shops ends. You will see Park Road car park across the road located on the corner of the road, safely cross the road and enter the car park, the assembly point is located in the far left corner as you face the car park with the Meeting Point behind you, and is highlighted with a sign.

If this exit route is blocked Fire marshals/ Meeting Point staff will direct you to the alternative route via the rear exit door to the centre.

Access For All

Meeting Point has accessibility features built into its design, however if you have any particular additional needs please discuss with the team who will do their best to accommodate where they can.

We promote a culture of diversity and inclusivity and expect all users to demonstrate qualities and behaviours that are appropriate to a working environment. Inappropriate comments, actions and behavior will not be tolerated at Meeting Point. Such behavior may result in your booking being terminated with immediate effect. Please refer to the terms and conditions of your hire agreement.

We encourage you to work with us and co-users to ensure everyone is provided with a safe and secure environment in which to work. Please do report any negative behavior to our team which can be done in confidence.

A Final Word

We do hope you enjoy working at Meeting Point. We encourage collaboration and interactions; Remember, another person in the hub may have the knowledge, skills or services you may be looking for, or know someone else that may be able to assist you.

The Meeting Point team is here to help and happy to provide support and advice or signposting at any time; so please ask if there is anything you need.



Improvement and Innovation Advisory Committee Work Plan 2023/24 (as at 31/05/2023)

26 September 2023

5 December 2023

29 February 2024

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