

Guidance for using Bartholomew House CSC

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Guidance for Booking Appointments at Bartholomew House

This guidance has been created to support services in using the Customer Service Centre for unavoidable face-to-face appointments and in providing clear and consistent information to customers when they attend appointments at Bartholomew House (Barts) Customer Service Centre (CSC).

Services looking to use the Customer Service Centre will need to carry out their own service risk assessment for meeting public face-to-face in consideration of infection control and their own staff safety for example, as we would have with service-teams doing staff reinduction for the building.

Information on risk assessments can be found on the council website: <https://new.brighton-hove.gov.uk/coronavirus-covid-19-information-staff/risk-assessments>

Services should only use Barts CSC for face to face meetings if it is the only option to achieving the required outcome, i.e. there is no other reasonable alternative to completing the transaction. You may be asked to provide Risk Assessments and details of the decision-making process that determined the need for face to face appointments.

Service Centre Set Up

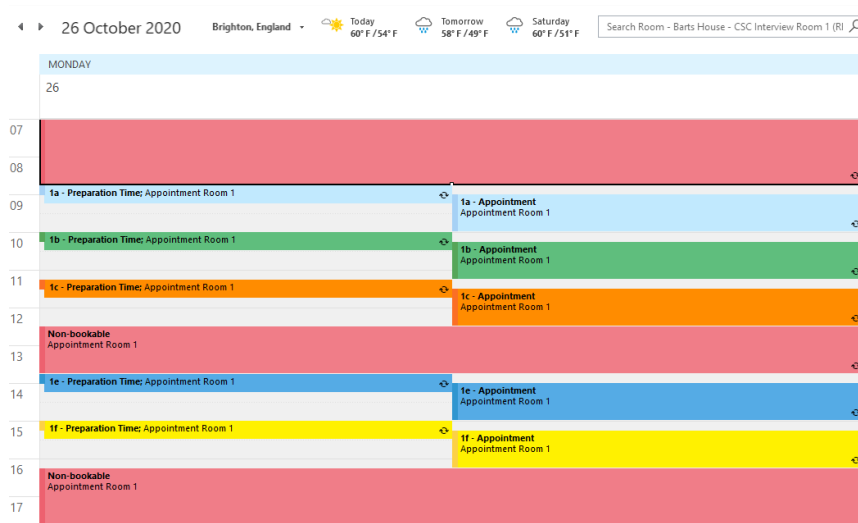
There will be five meeting spaces open within Bartholomew House Customer Service Centre, potentially all in operation at the same time. So please exercise caution when moving around the space to ensure physical distancing can remain in place where possible.

The meeting spaces have been assigned to services, as detailed in the below table:

Key contacts within each service have been given access to the relevant calendars and can request access for staff from IT [MyServiceHubIT](#) (Make a Request → Communication Services → eMail / Calendars → Access a Shared Calendar).

The calendars have all been pre-populated with preparation and appointments and staff will need to select a free slot and invite themselves to the meeting to book the slot. This [step by step guidance on booking appointment slots](#) can support staff in doing this.

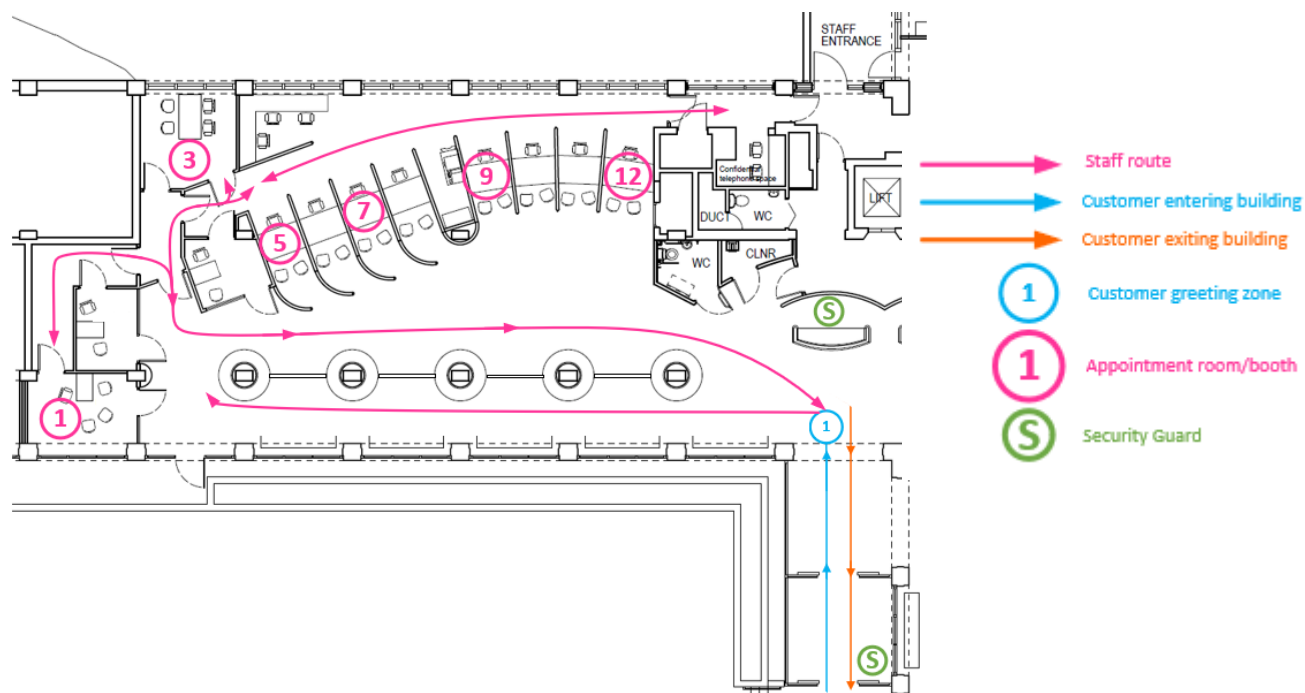
Each appointment slot in the calendars has been colour coded as shown below.



The [appointment booking schedule](#) shows the timings of all appointments within Bartholomew House Customer Service Centre. This has been designed to reduce the number of people using the space at any one time. Please do not arrange appointments outside of the allotted schedule.

All calendars have non-bookable time indicated before the first preparation time, between 1pm and 2pm and after the last appointment.

The below map shows the route you will need to follow when using the space.



Security within the Customer Service Centre

There will be two security guards positioned within the CSC, as shown above, with this dropping to one during the lunch period. There will be additional onsite security positioned at the staff entrance and sign in area.

The role of the security guards is to

- > Allow customers with pre-arranged appointments to enter the CSC, when collected by a council officer. They will not allow entry until the officer is present to collect the customer.
- > Signpost and advise customers without pre-arranged appointments on how to contact services
- > Manage customers within the CSC, should it be required
- > Refuse entry and, if required, temporarily close the entrance

There will be no reception or concierge staff stationed within Barts CSC, it is the sole responsibility of the service and officers to ensure they fully communicate with customers and are prompt arriving at appointments. The security officers stationed in the CSC will not be:

- > Rebooking appointments
- > Passing messages onto customers waiting for appointments outside the building
- > Chasing officers who are late for appointments
- > Contacting officers when a customer arrives outside the building

- > Granting entry to customers before the officer arrives

If you feel an appointment presents a particular risk please ensure you notify security at the earliest possible time [using the contacts below](#).

Before the appointment staff must...

- > Read this guidance and been briefed on their service's risk assessment and the building risk assessment in relation to face to face appointments with customers
- > Be trained in how to correctly put on, take off and dispose of face coverings. Guidance can be found [here](#) and there is also some e-learning available
- > Check for any accessibility needs the customer may have, for example a sight or hearing impairment and ensure adequate facilities are provided
- > Familiarise themselves with the both the staff and customer route maps so they are aware of the procedures for using the space
- > Book the appointment slot within Microsoft Outlook Send clear instruction to the customer (as outlined below in the [key messages to customers attending appointments](#)) so they are explicitly aware of what is expected of them
- > Make it clear what documents the customer is required to bring and why. It is also good to explain what will happen if they do not bring the documents (for example, it could delay the process by up to a week or require them to make another visit at a later date)
- > Ensure that they have all the required documents, equipment or access necessary to complete the transaction efficiently at the appointment. It is a good idea to check all IT equipment is functioning prior to the appointment
- > Arrive 15 minutes before each appointment to clean and set up the meeting space prior to the customer arriving. This should include wiping surfaces, setting up any necessary equipment is provided (for example pens if you are expecting the customer to fill in a paper form) and logging into systems or opening relevant online forms

During the appointment staff must...

- > Collect the customer from the Customer Entrance (as indicated on the [maps](#)) and check their ID or appointment letter as required. A security guard will be present on the door, but they will not be admitting customers or checking ID.
- > Collect contact details from customers and confirm they have no Covid symptoms or recent known Covid contact
- > Maintain at least a 2 metre distance from the customer, where possible
- > Direct the customer to the meeting space, as shown in the [customer access maps](#), and then return to the meeting space yourself via the staff route.
- > Advise the customer that they should not move around the building during the meeting

After the appointment staff must...

- > Ask the customer to leave the building (as indicated on the [maps](#)).
- > Wipe clean all surface areas and desk equipment.
- > Log off the computer if you are not the next officer to use the space.
- > Take away any equipment you brought with you to the appointment.

What to do if the customer is late for the appointment

There will be occasions when customers will not be able to make it to their appointments on time. In these instances, we ask that you are mindful of everyone using the space and the allocated appointment times, which are set up for customer arrivals every 15 minutes throughout the day. This has been set up to minimise the number of customers and staff within the space at any given time.

Considering this, we would suggest that if people are more than 10 minutes late to their appointment then you try to rearrange for another time and/or day as this will likely increase the number of people within the space and/or create a queue.

We would also ask, that when you are aware of a customer arriving late to the appointment, that you notify security (see [contact details](#)), so they are made aware of the situation and do not find themselves with multiple customers arriving at the same time unexpectedly.

- > If the customer has notified you that they will be late arriving for their appointment, but you feel that you can still complete the required transaction within the remaining time then you can still hold the appointment but please ensure that you advise the customer to be mindful of others using the space.
- > If you do not feel that you will be able to complete the transaction in the remaining time, then you will need to rearrange the appointment for another time and/or date.
- > If the customer arrives late to the appointment, and they have not previously notified you, then you will need to make a judgement, as above, on whether you can complete the transaction within the remaining time.

Key messages to customers attending an appointment

The below phrases are to support you in writing communications to customers in your appointment letters and/or emails and you do not need to use them word for word, however it is important that you include these messages in your communications. You can also copy and paste the [customer route maps](#) from this document into your communications.

We strongly advise that you create a template for all your staff to use to ensure a consistent approach and content of information is provided to the customer. If you would like support on writing these communications or creating templates, please contact [Customer Experience](#).

- > You must not attend the appointment, and notify us at the earliest possible time, if you are showing any symptoms of Covid-19 or have received a positive test for Covid-19
- > Please bring along this letter/email and/or identification to your appointment.
- > There are currently no waiting areas, please arrive at the time of your appointment.
- > If you arrive early for your appointment, in the interest of yours and other customers safety, we would ask that you do not wait outside the door. We will not be able to let you into the building until your specified appointment time.
- > You may be asked to move away from the door so as not to prohibit other customers entering and exiting the building.
- > If you are late arriving for your appointment, we may not be able to see you and will have to rearrange the appointment for another time. Please notify us as early as possible that you are running late.

- > Please look at the map provided, you will need to follow this route when entering and leaving the building.
- > Please be understanding of other customers when entering and exiting the Customer Service Centre.
- > In line with government guidelines, all visitors should wear a face covering unless you are exempt from doing so.
- > There are currently no toilet facilities available

Key contacts

To get additional support or information.

Premises

for building issues; for example, temperature or lighting problems

PremisesTeamHelpdesk@brighton-hove.gov.uk

Security

for any security issues; for example, if you are meeting with a customer on the clients of concern register

Jason Mardel - jason.mardel@brighton-hove.gov.uk

Ray Tiney - ray.tiney@brighton-hove.gov.uk

Workstyles

for any building use related issues; for example, information on future plans to fully reopen Barts House or working space for staff delivering appointments

workstyles@brighton-hove.gov.uk

Customer Experience

for support and advice on customer related issues; for example, how best to establish, or improve, digital customer contact

Luke Hamblin - luke.hamblin@brighton-hove.gov.uk

IT&D

for support any outlook related issues; for example, requesting additional staff be given access to the room calendar

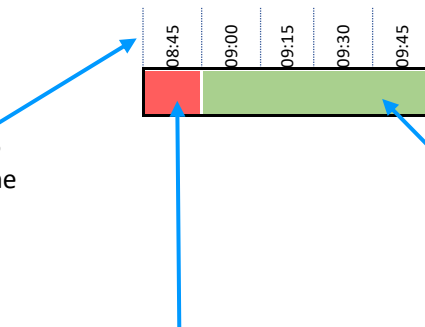
Log into [MyServiceHubIT](#)

Appointment Booking Schedule

Room/Booth	Time																																		
	08:45	09:00	09:15	09:30	09:45	10:00	10:15	10:30	10:45	11:00	11:15	11:30	11:45	12:00	12:15	12:30	12:45	13:00	13:15	13:30	13:45	14:00	14:15	14:30	14:45	15:00	15:15	15:30	15:45	16:00	16:15	16:30	16:45	17:00	
1 (5 x 1 hour)	Red	Green	Green	Green	Green	Red	Green	Green	Green	Green	Red	Green	Green	Green	Green	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Red	Green	Green	Green	Green	Green	Red	Green	Green	Green	Green				
3 (5 x 1 hour)		Red	Green	Green	Green	Green	Red	Green	Green	Green	Green	Red	Green	Green	Green	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Red	Green	Green	Green	Green	Green	Red	Green	Green	Green	Green				
5 (5 x 1 hour)			Red	Green	Green	Green	Green	Red	Green	Green	Green	Green	Red	Green	Green	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Red	Green	Green	Green	Green	Green	Red	Green	Green	Green	Green				
7 (8 x 30 min)				Red	Green	Green	Green	Red	Green	Green	Green	Red	Green	Green	Green	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Red	Green	Green	Red	Green	Green	Red	Green	Green	Green	Green				
9 (14 x 15 min)	Red	Green	Red	Green	Red	Green	Red	Green	Red	Green	Red	Green	Red	Green	Red	Green	Non-bookable	Non-bookable	Non-bookable	Non-bookable	Red	Green	Red	Green	Red	Green	Red	Green	Red	Green	Red	Green			

Understanding the schedule

The rota is divided into 15 minutes intervals. The time shown aligns to the line immediately to the left



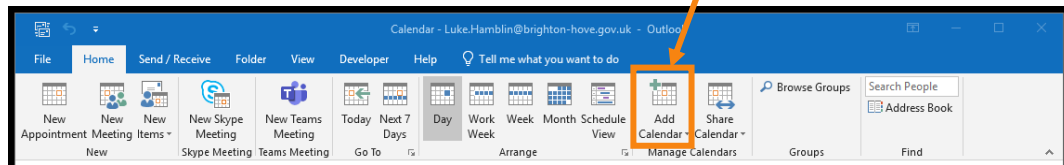
The green is meeting time

The red is preparation time (i.e. cleaning, logging on to IT etc.)

Step by step guidance on booking appointment slots

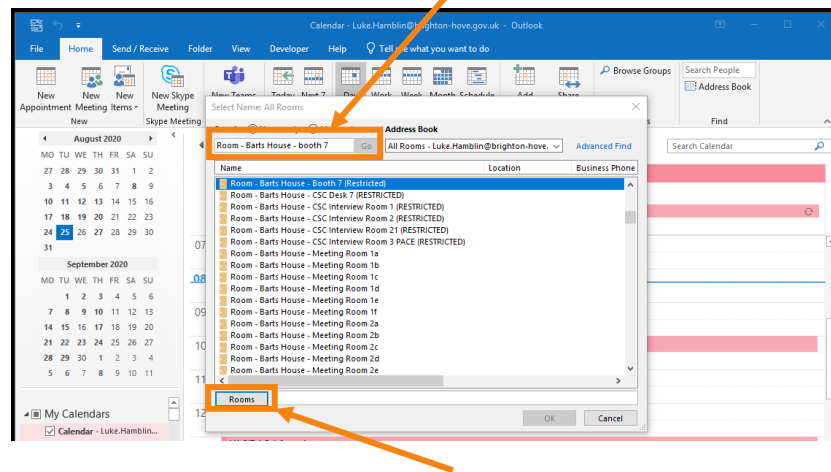
Opening the calendar

Within Microsoft Outlook, go to your calendar tab and select Add Calendar

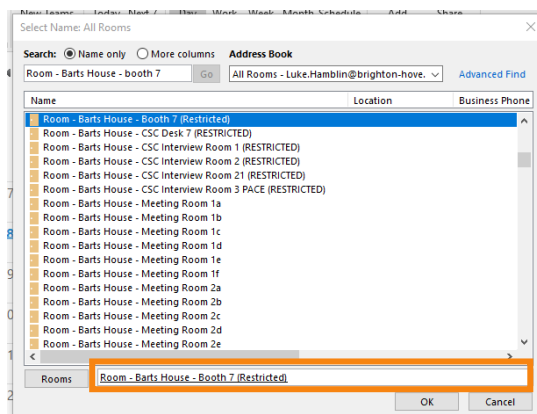


Select *From Room List...*

In the search bar type **Room – Barts House** – followed by the appropriate appointment space (for example to open Booth 7 you would type **Room – Barts House – Booth 7**, as below

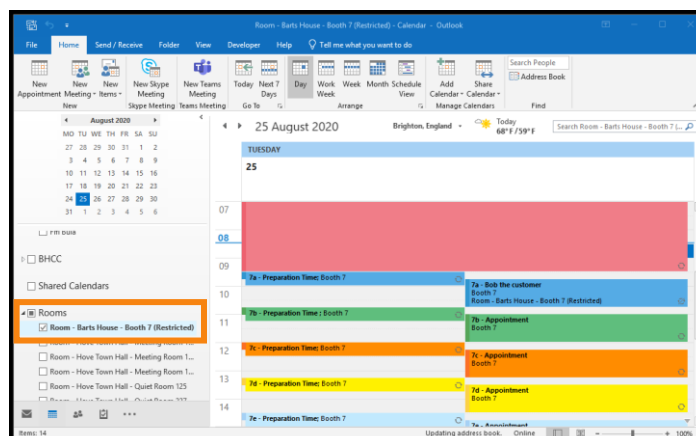


With the correct room highlighted in blue click the Rooms button, which will put the room into the adjacent field and the click OK.



Viewing the calendar

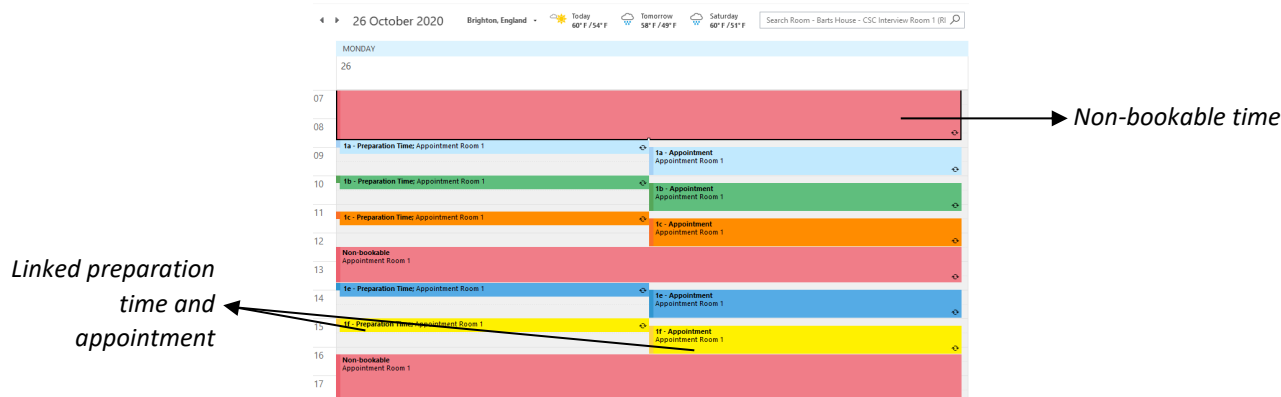
The calendar will now be viewable in your Rooms list within Microsoft Outlook, as shown below



To view the calendar, tick the box to the left. You can view the calendar on it's own by closing your personal calendar.

Understanding the appointment slots

All calendars have periods of non-bookable time blocked out in Red before the first preparation time, between 1pm and 2pm and after the last appointment.



15 minutes preparation time has been accounted for before each appointment slot and all appointments are colour coded.

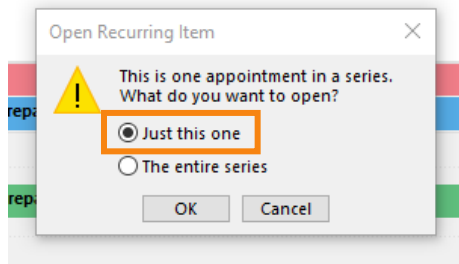
Appointments are shown with numbers and letters which is their room/booth number and a sequential letter, depending when the appointment is during the day.

Booking an appointment slot

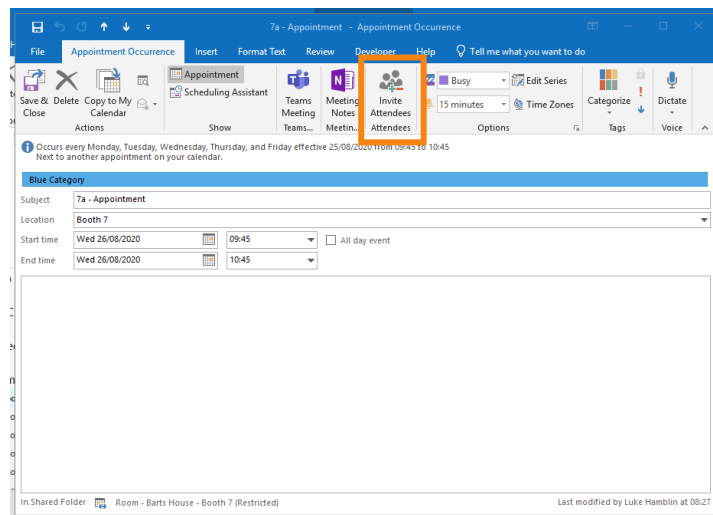
Appointment slots that have not already been booked will show the number and letter followed by the word Appointment, as illustrated in the above image. If an appointment slot has been taken it will show the number and letter followed by the customer's name, as explained below.

You must not change the time of any appointment slots. Slots have been arranged to minimise the number of people using the space at any one time.

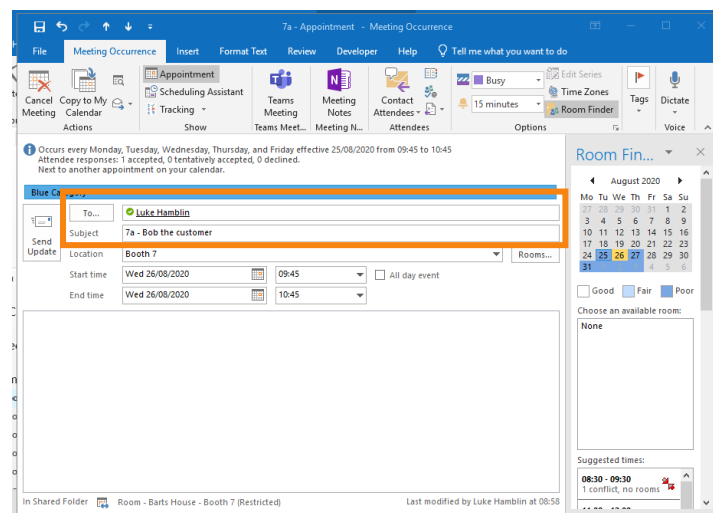
To book an appointment slot, double click on the selected appointment. You will get a pop up asking if you want to open this one or the entire series, you must always select **Just this one**, as below.



This will open a new window with the appointment details. Select Invite Attendees



In the To... field enter your name or email address and enter the customers name in the Subject line as shown below, and then click Send.



You will receive an email notification of your booking and the calendar will be updated to show the customer's name against the appointment slot.

WEDNESDAY	
26	
09	
10	7a - Preparation Time; Booth 7
11	7b - Preparation Time; Booth 7
12	7c - Preparation Time; Booth 7
13	7d - Preparation Time; Booth 7
14	7e - Preparation Time; Booth 7
15	7f - Preparation Time; Booth 7
16	

Booking multiple slots

If you need to book multiple slots, due to the appointment potentially taking longer than the allotted hour you will need to complete the booking process for consecutive appointment slots.

Cancelling an appointment slot

To cancel an appointment slot, you will need to effectively do the reverse of booking an appointment. First go to the appointment details window by double clicking on the appointment (as you did when initially booking it). This will bring up the pop-up window, so be sure to select **Just this one** again.

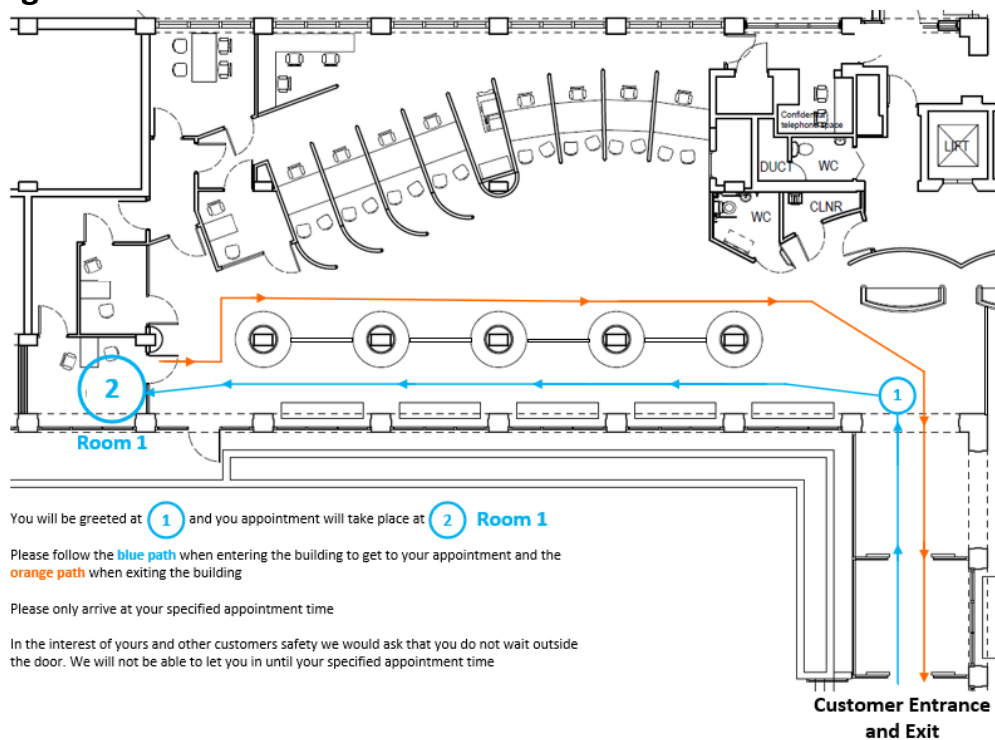
Within the window, delete your name from the To... field and replace the customer's name in the Subject Line with the word Appointment. The details will now be removed from the appointment.

Then click Send Update to finalise the change. You will receive an email notification that you have cancelled the appointment.

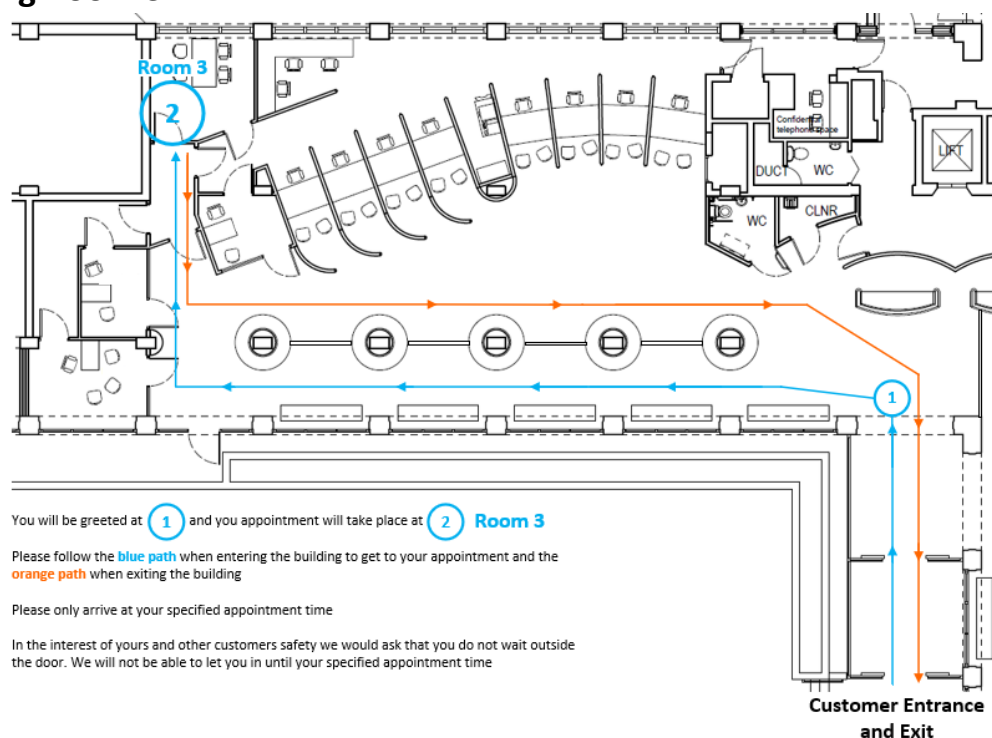
Customer Route Maps

You can use these images within your communication to customers to illustrate the route they will need to take when attending their appointment. There is a separate route for each space available so please ensure you use the correct map.

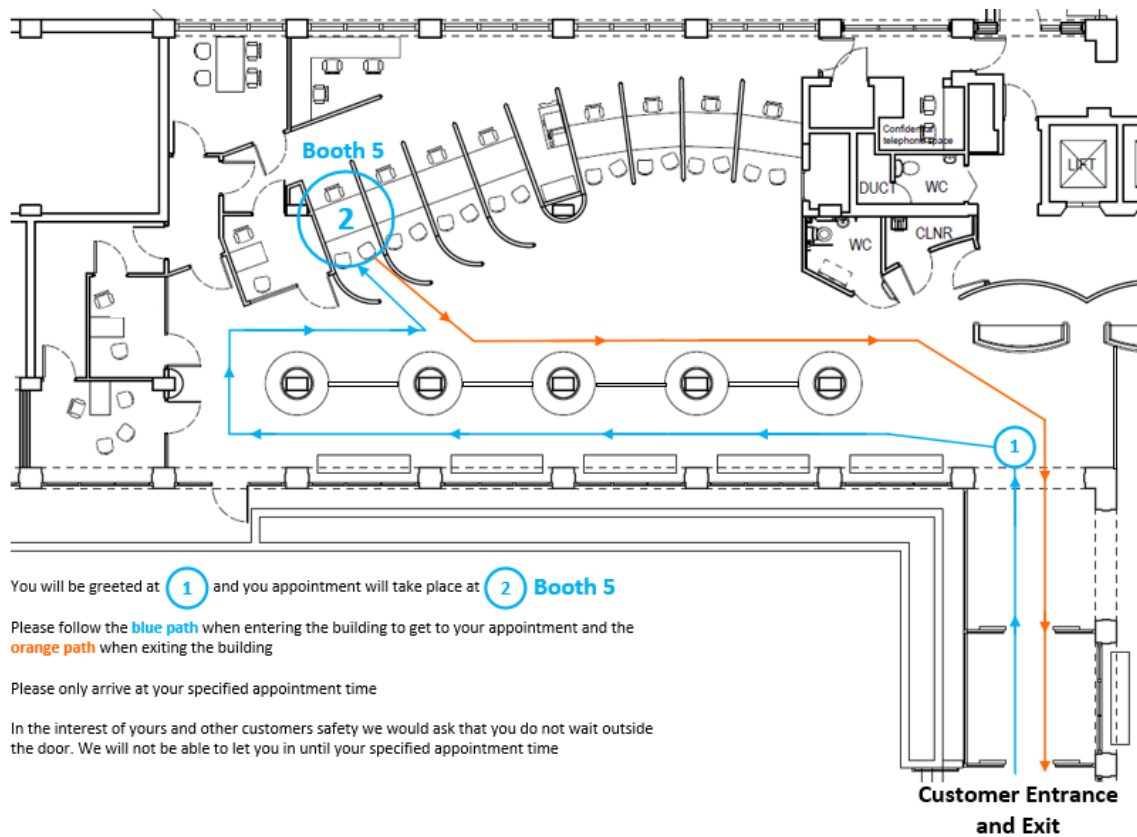
Meeting Room 1



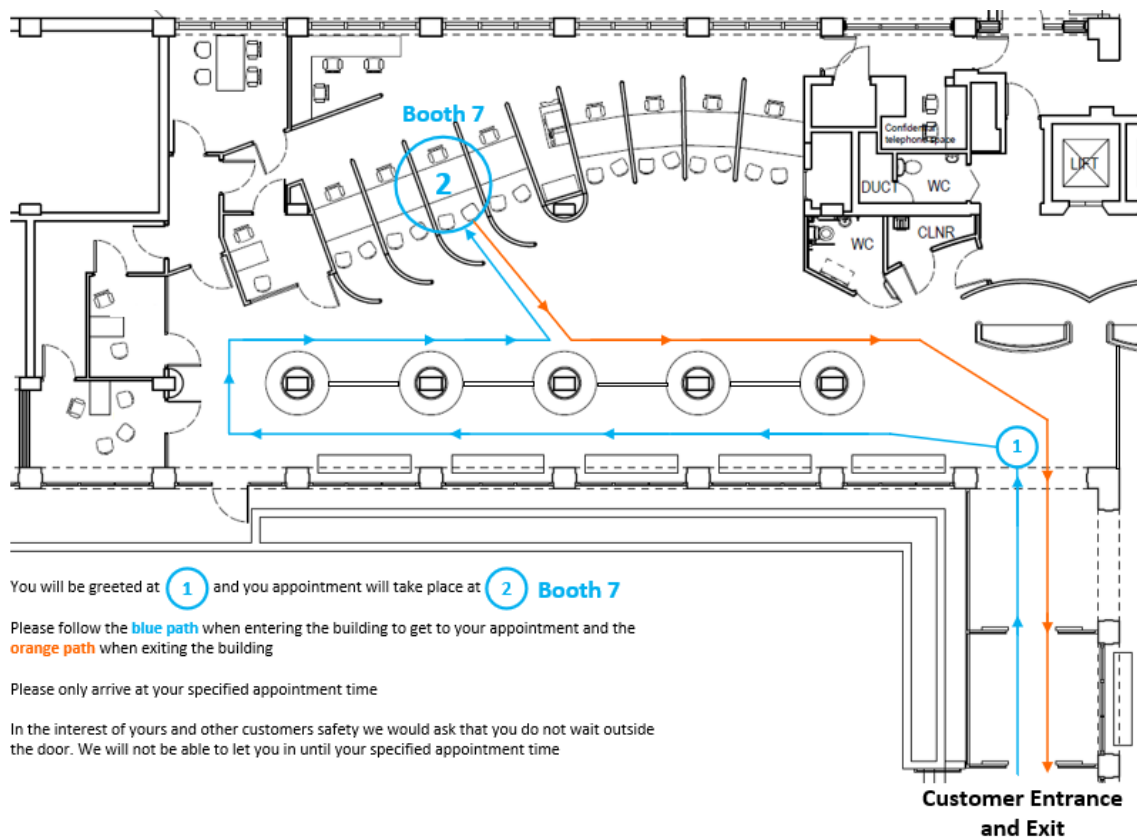
Meeting Room 3



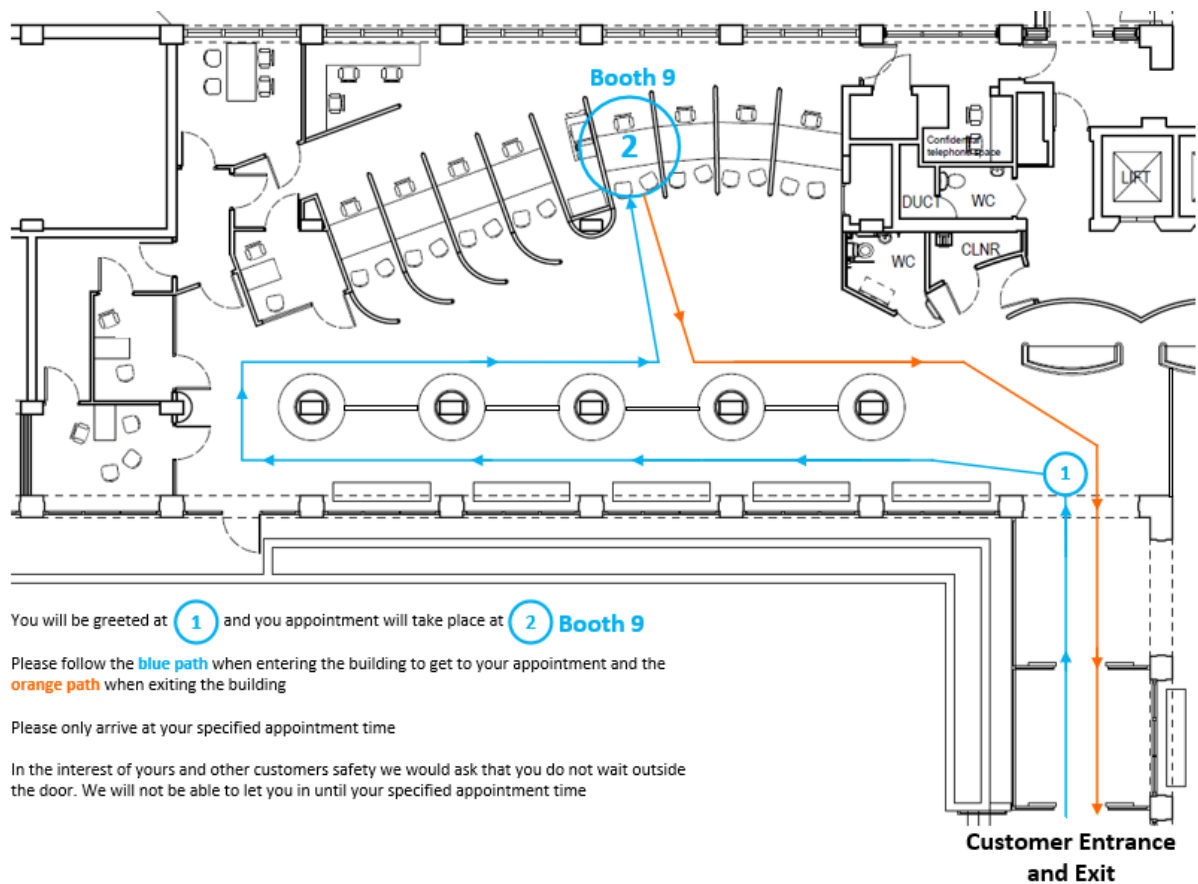
Booth 5



Booth 7



Booth 9



You will be greeted at **1** and your appointment will take place at **2 Booth 9**

Please follow the **blue path** when entering the building to get to your appointment and the **orange path** when exiting the building

Please only arrive at your specified appointment time

In the interest of yours and other customers safety we would ask that you do not wait outside the door. We will not be able to let you in until your specified appointment time