



West Hartford NFRS HQ Room User Guide



Information Guide for NFRS HQ - West Hartford

This booklet has been designed to provide guidelines and advice on facilities available to you when working in West Hartford Community Fire Station.

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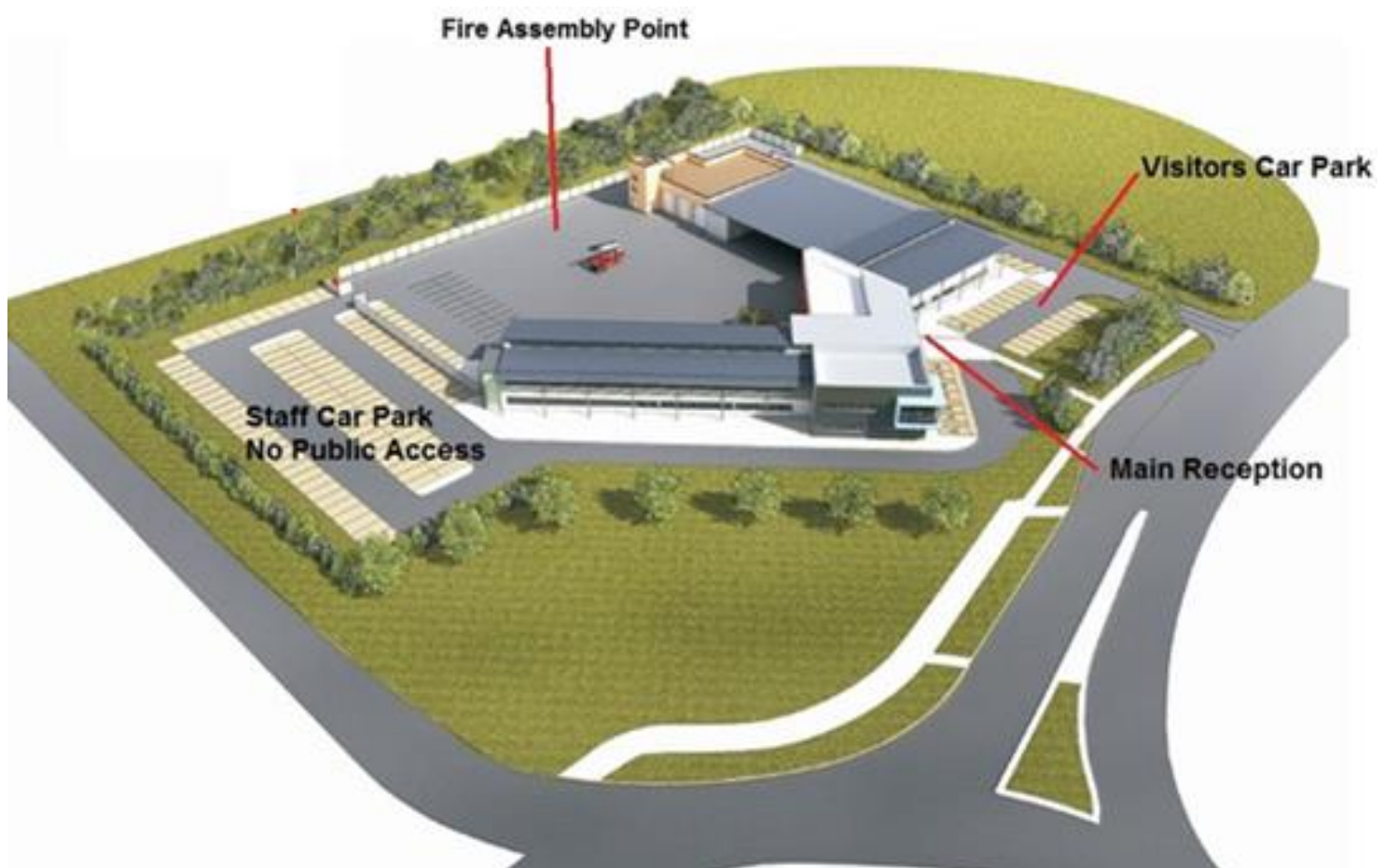
Useful Telephone Numbers:

Reception 621110

1. Orientation

This building was constructed in 2010 and upon completion was formally opened by His Royal Highness Prince Charles on 25th October 2010.

- There are ladies, gents, and disabled toilets situated in the main ground floor corridor, there are also toilets on the first floor to service the Kielder room. These are located as you leave Kielder to the right, through the double doors and just to the right.
- A canteen is situated on the ground floor next to reception for employees and visitors. See section 8 for details.



2. Building Security

- Everyone is responsible for the safe keeping of their personal belongings.
- All visitors are required to sign in at reception and provide details of their vehicle if parked in the car park. You must also sign out when leaving.
- The building is maintained by Robertsons Limited and is not staffed for the purpose of room hire outside of these hours. 0845 – 1700 Monday to Friday. Please therefore vacate the room on the agreed time on your booking form. Please note you will not be able to gain access back into the building after the time stated.
- Please make sure that all windows are closed when you leave.
- This building has CCTV in operation both internally and externally.
- If you are provided with a door pass this must be returned to reception before leaving.

3. Reporting Health and Safety Incidents/First Aid

- Any accidents or near misses to visitors should be reported to Reception immediately.
- There are first aid kits and defibrillators located on site, in the event of an emergency call 999 and seek assistance from reception.

4. Fire and Evacuation Information for Visitors

The fire alarm sounds every Friday at 1500. This is a test, and no action needs to be taken by those occupying the building. The test will be announced over the tannoy.

On discovering or causing a fire

- Immediately operate the nearest fire alarm call point by breaking the glass cover and if possible and safe to do so phone (9)999.
- The alarm will sound until the building is cleared.
- The fire assembly point is located in the back drill yard, location shown in Section 1 diagram.

On hearing the alarm

- Leave the building in an orderly manner, warning others as you go. Do not use the lift.
- Follow any instructions given over the tannoy.
- As a meeting host, ensure any visitors to the building are escorted to safety and assemble with the host.
- Fire exit signs are located throughout the building. Please make yourself aware of the closest fire exit to your location.

PLEASE DO NOT

- Stop to collect personal belongings.
- Use an extinguisher unless trained to do so.
- Use a lift as a means of escape.
- Re-enter the building until instructed it is safe to do so.
- Leave the site until after the all clear is given.

PLEASE DO

- Find out where the alarm points are located.
- Find out where escape routes are beforehand.
- Consider alternative routes.
- Make sure you know where your assembly point is.
- Close the doors behind you as you leave.

Visitors with special requirements

- The evacuation of visitors will be the responsibility of their host.
- In the event of visitors with special requirements who are on site without a specific host, e.g., groups using the meeting rooms, the primary responsibility will be with the person responsible for the room booking.
- The person hosting the meeting will be responsible for ensuring that occupants of the room assemble at the designated point.
- In the event of any difficulty, ask for assistance from a member of the Fire Service or dial 621110 in extreme cases.
- Do not use lifts

5. Car park

- There are visitor parking facilities to the front of the building outside of reception.
- The car park at the rear of the building is strictly for Fire Service staff only.
- The emergency services will need access to the building at all times. Do not obstruct access in any circumstances.

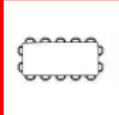

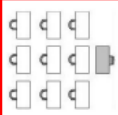

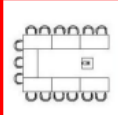
6. Reception services

- Reception is staffed from 08:30-17:00 Monday to Friday (16:30 on Fridays). Outside of these times the main reception door will remain locked.
- Reception can be contacted on 01670 621110.
- Reception should be made aware of any visitors that you expect to arrive, and a contact left so you can be informed upon their arrival.

7. Meeting room bookings

- Meeting rooms in West Hartford Community fire station can be booked via reception or the electronic room booking form.
- Room sizes and available layouts are attached to the booking form.
- Furniture should not be moved in any rooms without prior approval and should be carried out by the site supervisor via reception.
- All requests for refreshments should be included on the booking form and are chargeable.

Rooms available at West Hartford Community Fire Station & Headquarters

| | BOARD ROOM  | THEATRE  | CLASS ROOM  | CAFÉ STYLE  | U SHAPE  |
|-------------------------------|---|--|--|---|--|
| ALNWICK ROOM | 16 | 20 | 8 | 12 | 12 |
| FORD ROOM | 14 | 20 | 8 | 12 | 12 |
| DUNSTANBURGH ROOM | 20 | 42 | 18 | 24 | 16 |
| BAMBURGH ROOM | 20 | 42 | 18 | 24 | 18 |
| DUNSTANBURGH & BAMBURGH ROOMS | 36 | 60 | 42 | 48 | 28 |
| KIELDER ROOM | 20 | 38 FIXED TOTAL 60 | 16 | 24 | 16 |

8. Restaurant

A catering service is offered to all those working at West Hartford Community fire station and their guests, including:

- A breakfast service from 9.30am serving a variety of hot and cold food and drinks that can be ordered at the hatch.
- Lunch-time service in the restaurant begins at 12.00 noon until 13:30pm, there are sandwiches available all day and hot food can be pre-ordered at the hatch until 10:00am.
- Customers can choose to eat in the restaurant or take away.
- A variety of vegetarian foods are always available and special diets can be catered for.
- Hot and cold buffets can be provided within meeting rooms if arranged prior to arrival using the room booking form.
- Refreshments for meetings are available throughout the day and at other times by arrangement.
- Working lunches can be provided.

9. Smoking policy

- Northumberland County Council operates a strict no-smoking policy in all of its offices and administration sites.
- Smoking is not permitted in any of its buildings, and you are forbidden from smoking near the building to prevent smoke being detected inside the building.
- Smoking should not take place at the front of the building or any other place where you can easily be seen by the public as this creates a poor image of the council and fire service.

11. IT Equipment

The meeting rooms all have projectors available for use. Users must provide their own laptops to be able to plug into these using HDMI. Any special requirements can be discussed prior to arrival and accommodated where possible.

10. Terms & Conditions

Premises: Any aspect of Northumberland Fire & Rescue Service and their associated grounds as well as the specific location(s) being used.

Hirer: Organisation, person or persons intending to use the premises whether fee paying or not.

Occupation: This will be during the times stated and chargeable (if applicable) as the period of hire. Delivery of any equipment prior to any event outside the period of hire will not normally be permitted. Deviation from this will only be at the discretion of a Fire Service Senior Manager. Vacation of the premises will take place within the period of hire. Failure to vacate the premises at the agreed time will incur a supplementary charge.

Security: The hirer and any personnel attending in relation to the hirer's business or room use will observe and comply with the premises security arrangements. Failure to do so will render any hire agreement (fee paying or otherwise) void and will require the offender to vacate the premises. Should electronic door passes be issued to the hirer, the hirer will be responsible for both their proper use and safe return. Lost electronic door passes will be chargeable at £10 each. Security of the hirer's belongings and equipment is the responsibility of the hirer. It is advised that the hirer ensures they carry adequate insurance. Northumberland Fire & Rescue Service will not be liable for any loss or damage incurred by the hirer, regardless of how it was caused.

Display: No item of any sort may be affixed to the premises walls.

Use of meeting rooms: No unlawful or immoral use is permissible. No sale of goods or services may take place on or within the premises without prior approval of a Fire Service Senior Manager.

Health and safety: Electrical equipment – any intended use of equipment must be specifically detailed at the time of booking.

Furniture: Movement of furniture is not permitted. Any particular room layout requirements must be stated at the time of booking and every effort will be made to ensure this is provided.

Damage: Any damage to furniture, fixtures, fittings, and fabric of the premises other than normal wear and tear caused by a hirer must be paid for by the hirer.

Music: Playing of music, either live or recorded, at a volume sufficient to disturb the occupants of an adjacent room is not permissible. Similarly, music playing for entertainment as opposed to that for demonstrative or presentation purposes is not permissible. These conditions may be waived by a Fire Service Senior Manager if the request of the hirer would not inconvenience another party.

Cancellations: A £15 administrative fee will be charged if a cancellation is not made within 5 working days of the booking. Northumberland Fire & Rescue Service reserves the right to cancel bookings at any notice should the needs of the Fire Service require the accommodation. Any payment would be refunded in full if suitable accommodation could not be provided.

Food and beverages: Food and beverages must not be brought onto the premises. Only food and beverages provided by Northumberland Fire & Rescue may be consumed.

Our service to you...

Northumberland Fire & Rescue aim to provide a high-quality service for all our visitors. If you feel that we are falling short of these high standards, please let us know.

- We recognise that things can go wrong and that we can only put things right if customers comment. We treat every complaint and compliment as an opportunity to develop our service.
- We will deal with any comments about our service informally and quickly.
- You have the right to complain formally if you are not satisfied with the service you have received.
- We will investigate your complaint fully and you will receive an acknowledgement within 5 working days and a full reply or progress update within 25 working days of us receiving your complaint.

If you wish to make a complaint, please contact reception.

