



# Welcome to Trafford Town Hall

## A Guide for Elected Members



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## History

Trafford Town Hall (TTH) was built between 1931 and 1933 and designed by architects Bradshaw Gass and Hope of Bolton, it was originally known as Stretford Town Hall. In 1974 the formation of the new Trafford Metropolitan Borough occurred and Stretford Town Hall was adopted as the base for the new council and was re-named Trafford Town Hall. The building was given Grade II listing by English Heritage in 2007. It was then closed in 2011 to facilitate the demolition of a 1980's extension, the refurbishment of the Grade II listed 1930's building and the construction of a new addition.

This project cost the government £29 million and the architectural design of the new building was selected from a competition held in 2010. The new building was designed to support new ways of working, both in workstyle and the general office environment. The building provides staff with a professional, effective and pleasant environment to perform their duties and contribute to key objectives.

### **Did you know?**

- ! The Town Hall initially had a live in caretaker who lived on the second floor with his family overlooking Talbot Road.
- ! TTH has its own system for harvesting rain water which is recycled and used throughout the building such as for watering green spaces.
- ! TTH has an Aquifer (an underground stream) which is used for heating and cooling the whole building.

## Building Opening Hours

Monday to Friday:

Reception Hours                      8am – 5pm

Office Hours                              7am – 7pm

If required (e.g. Civic Meetings)   5pm – 10pm

## Out of Hours Arrangements

For issues that arise outside of building opening hours that cannot wait to be dealt with during the next 'normal' 8.30-17.00 working day, contact the Building Supervisor on ext. 2198 between 07.00-08.30 & 19.30-22.00. Outside of the above times and as a last resort, when it has not been possible to contact FM, then the following number should be contacted (only in an emergency): 0161 443 0821.

## Key Contacts

Facilities Management Help Desk	0161 672 6539 or <a href="mailto:traffordfm@amey.co.uk">traffordfm@amey.co.uk</a>
Trafford Town Hall Reception	0161 912 4093 or <a href="mailto:TTH.Reception@trafford.gov.uk">TTH.Reception@trafford.gov.uk</a>
IT Help Desk	0161 912 1133

## Reception and Visitors

Reception staff deliver a wide range of services from visitors attending meetings, customers accessing services, room bookings, car parking bookings, council enquiries and library enquiries. It is a very busy reception desk staffed by a small team of dedicated staff from Access Trafford. Due to the nature of their work they are unable to escort any visitors to meeting spaces around the building. Each individual is responsible for their own visitors. All external visitors should be escorted out of the building by you or a member of staff. This is to ensure continued security for both staff and visitors.

## How do you connect to the Wi-Fi?

If you have a Trafford device, this should automatically connect to the secure Trafford network.

If you require the Wi-Fi guest access, please follow the below steps:

- Turn on your Wi-Fi
- Choose “Your-Trafford-Guest-G2”
- Choose how you wish to access the Wi-Fi, either through email or text message
- It will then ask you to fill out a Visitor Registration (fill in your name and/or your email or mobile and to accept the terms of use)
- Once you have done this you will have access to the Wi-Fi for 4 hours

## Can I book a parking space for my visitor?

There are visitor parking spaces located just off the Visitor Car Park located on Warwick Road that are available for external visitors only, staff are able to book these spaces via ext. 4093 or email [TTHParking@trafford.gov.uk](mailto:TTHParking@trafford.gov.uk).

You will need to provide full details of your booking; the name of the visitor, the car registration, the start time and finish time, your contact details and the contact details of the visitor.

The Council also have parking/charging stations for Electric Cars. There are 3 of these which cannot be booked specifically, but you should contact Facilities Management if you wish to use one (0161 672 6539 or [traffordfm@amey.co.uk](mailto:traffordfm@amey.co.uk))

For visitors who are unable to access the car park booking system, there are a number of other parking options within a few minutes' walk of Trafford Town Hall. These include the large Tesco car park, Lancashire Cricket Club and on-street parking, the visitor car park in the Town Hall also allows for 3 hours maximum stay.

## **Facilities Management Helpdesk**

The FM Helpdesk is a single point of contact for all FM reports and requests and delivers a 'one stop shop' staffed by a dedicated team that is able to deal with your issue or put you in touch with the person who can help.

The Facilities Management (FM) Helpdesk operating times are 8:30 – 17:00, Monday to Friday.

The facilities office is located behind Reception, if you need to speak to them then you will need to ring the bell (located on the wall next to the reception desk). Alternatively you can ring 0161 672 6539 or email [traffordfm@amey.co.uk](mailto:traffordfm@amey.co.uk)

## **How to make the most out of our Meeting, Break Out and Public Spaces**

*Booking meeting rooms will be covered in the Intranet Explorer training sessions.*

### **Meeting Rooms**

Meeting rooms are available to be booked using the council's intranet pages <http://intranet.trafford.gov.uk/bookings>. Each of the meeting room spaces are advertised along with their availability, size and facilities available. To help, a map of the Town Hall has also been provided in this welcome pack showing meeting room locations (see Appendix D). Meetings rooms are in high demand and are also available for community use, so it is vital that that you cancel a meeting room if you no longer require it.

### **Controls**

Many meeting rooms or committee rooms have projectors; the controls for the projects sit with the FM team. The controls for the rooms need to be signed out at the FM office which is located behind reception. Once you have finished with the room please ensure that the projector is switched off and the remotes are returned to the FM team.

### **Are you booking a room for the public?**

If you are booking a room for a meeting which includes members of the public then please stick to Meeting Rooms 1 to 10. This is so the members of public can access

the rooms themselves as there are no security doors along the ground floor next to reception.

### Meeting Titles

When you book rooms please bear in mind that all meeting titles are displayed on the TV next to reception. Therefore please ensure that no confidential information is shown and that the title of the meeting is appropriate for the public to view.

### Break Out Area/Pods

Break out areas should only be used for informal meetings and catch ups between 7-12am and 2-7pm and are not bookable. Individual/touchdown spaces (Pods) are available and are bookable through the [booking system](#), under desks and must not be used as a permanent or semi-permanent office space. These should be used when there is a need for a more confidential or quiet environment, as well as for staff just needing a space for a short period between meetings so as not to take a desk on the floor.

## Agile Working

Areas are currently zoned in teams and employees are expected to work in an agile manner within these zones. An agile working policy has been agreed by Trafford Council's Corporate Leadership Team and the CCG's Senior Leadership Team.

You can access a colour coded map of the Town Hall service areas on the intranet - <http://intranet.trafford.gov.uk/noticeboard/display.asp?ID=52148>. This also highlights and overflow/visitors area on the ground floor which can be accessed and utilised.

Following the agile working policy, staff also have access to and the opportunity to work in a variety of locations. These are listed below with opening times and contact details. Please note, all have the corporate Wi-Fi, meaning your trafford device will automatically connect.

**Altrincham Library:** Altrincham Library, 2 Pott Street, Altrincham, WA14 1AH

Altrincham.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 5pm
Wednesday	10am – 7pm
Thursday	10am – 5pm
Friday	10am – 5pm

**Altrincham Crematorium:** Whitehouse Lane, Dunham Massey, Altrincham, Cheshire, WA14 5RH

Altrincham.Crematorium@trafford.gov.uk or 0161 912 1515

Day	Time
Monday to Friday	8:30am – 4:30pm

**Coppice Library:** Coppice Avenue, Sale, M33 4DW

Coppice.Library@trafford.gov.uk or 1061 912 3560

Day	Time	Manned
Monday to Friday Saturday (10am to 4pm)	10am – 5pm	During opening hours

**Hale Library:** Closed due to relocation

**Lostock Library:** Temporarily closed.

**Stretford Library:** Kingsway, Stretford, M32 8AP

Stretford.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 5pm
Wednesday	10am – 5pm
Thursday	10am – 7pm
Friday	10am – 5pm

**Timperley Library:** Riddings Community Centre, 121 Park Road, Timperley, WA15 6QQ (temporary address)

Timperley.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 5pm
Wednesday	Closed
Thursday	10am – 7pm
Friday	10am – 5pm

**Urmston Library:** Unit 34, Golden Way, Urmston, M41 0NA

Urmston.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 7pm
Wednesday	10am – 5pm
Thursday	10am – 5pm
Friday	10am – 7pm

**Woodsend Library:** Woodsend Road, Flixton, M41 8GN

Urmston.library@trafford.gov.uk or 0161 912 3189

Day	Time	Manned
Monday	9am – 5pm	2pm – 5pm
Tuesday	9am – 5pm	10am – 1pm
Wednesday	9am – 5pm	No
Thursday	9am – 5pm	2pm – 5pm
Friday	9am – 5pm	2pm – 5pm
Saturday	10am -4pm	No

**Limelight Old Trafford:** 1 St Brides Way, Old Trafford, Manchester, M16 9NW

info@limelightoldtrafford.co.uk or 03000 112 112

Day	Time
Monday	10am - 7pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	10am - 5pm
Friday	10am - 5pm
Saturday	10am - 4pm

**Sale Waterside:** 1 Waterside Plaza, Sale, M33 7ZF



salewatersidehelpdesk@engie.com or 0161 912 2871

Day	Time
Monday	10am - 7pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	10am - 5pm
Friday	10am - 7pm
Saturday	10am - 4pm

**Sale West Conference Centre:** 120 Manor Avenue, Sale, M33 5JX

SWCCbookings@trafford.gov.uk or 0161 912 3381

Day	Time
Monday to Friday	8:30am – 4:30pm

**Wythenshawe Hospital:** Wythenshawe, Manchester, M23 9LT

0161 998 7070

Day	Time
Monday to Friday	Open 24/7

## **Notice Boards**

Notice boards are provided and are for the sole purpose of Corporate and related communication. If you would like a work related notice to be put up, please contact Communications and Marketing on ext. 4080 or email the team on the following email: [communications@trafford.gov.uk](mailto:communications@trafford.gov.uk)

## **Confidential Waste and Recycling Collections**

A confidential waste process is available for all staff in TTH. Each of the printing hubs have a locked console for disposal of such documents.

Recycling collection service for paper, cardboard, glass bottles, tins and cans is available at central recycling points in the kitchens and printing hubs. Recycling is collected by FM daily.

## **Mail Processing and Delivery Service**

The Mailroom is located in the basement, underneath the ground floor reception area. The majority of incoming mail for services is delivered to this section and services are required to collect it. All outgoing mail is to be dropped off in the

Mailroom for delivery.

Confidential and signed for mail will be signed for by reception or the post room operative upon arrival. The relevant team will then be informed by phone that this has been delivered. A signature will be required by a team member upon collection from the post room for tracking/audit purposes.

## **Catering – The Terrace at Trafford Town Hall**

The main restaurant offers a full breakfast and lunch service, including hot food, as well as a Costa Coffee

The terrace is open Monday to Friday 8.30am–4.00pm

- Breakfast is served 8.30am-10.00am
- Lunch is served from 12.00pm-2.00pm

The catering team also provide hospitality from tea, coffee and biscuits to a full lunch service in the meeting rooms within TTH. Orders can be made by going to their intranet page: <http://cms.intranet.trafford.gov.uk/TheTerrace/the-terrace.aspx>.

## **Security**

Access to and from floors is controlled via a swipe/security pass/ identification card system which should be worn at all times. All staff are reminded that they should question anyone they see walking around the building who does not have identification.

Please note that passes for TTH are issued by the FM team. If there are any issues with passes to enter, exit or move around the building, the FM team should be contacted.

## **Smoking**

In accordance with the Council policy the building and surrounding grounds are no smoking areas. Therefore all staff should be aware that they will need to leave the site if they wish to smoke, during official break periods.

## **Fire Evacuation Procedure**

At TTH, a short fire alarm test will sound every Monday afternoon or on a Tuesday afternoon after a Bank Holiday. If the alarm continues to ring, you should evacuate the building.

Please read the full fire safety and evacuation procedure for TTH or contact the premises manager for the evacuation process from the link on the Intranet: <http://cms.intranet.trafford.gov.uk/HealthAndSafetyUnit/A-to-Z/fire-safety.aspx>

As a user of a Trafford Council building you must make yourself familiar with:

- The location of your nearest 'Alarm Point.' Assembly points are located in the open flat car park to the north west elevation of the new building
- Know your 'Assembly Point'. Please note, visitors you are escorting around the building should join you at your assembly point outside.
- Familiarise yourself with the full procedure as to what to do in the event of a fire or other emergency.

## Bike Storage

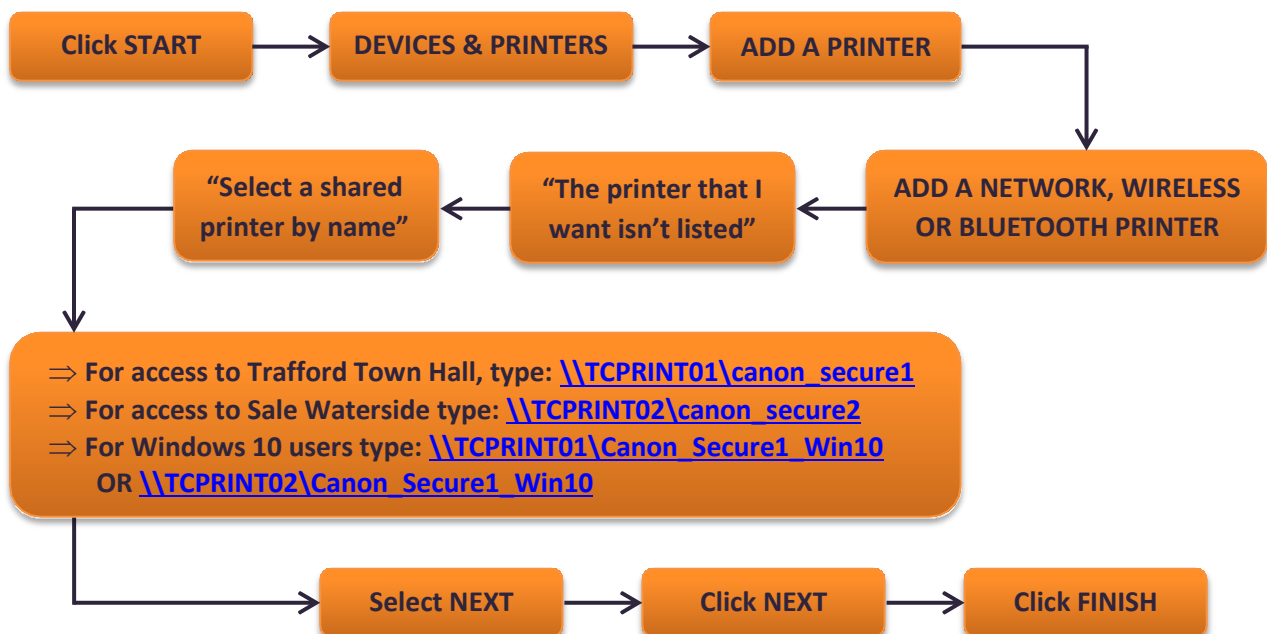
Bike storage is available in the covered parking areas. Trafford passes can access the bike storage area automatically followed by a code (this can be obtained from FM Team). Please ensure that the door is locked behind you.

Located in the town hall are changing rooms, which include showers and a drying room – this is located in the basement of the town hall and can be accessed through the side door next to the staff entrance.

## A Guide to the Printers

The printers at Trafford Council buildings are managed via your building/security pass.

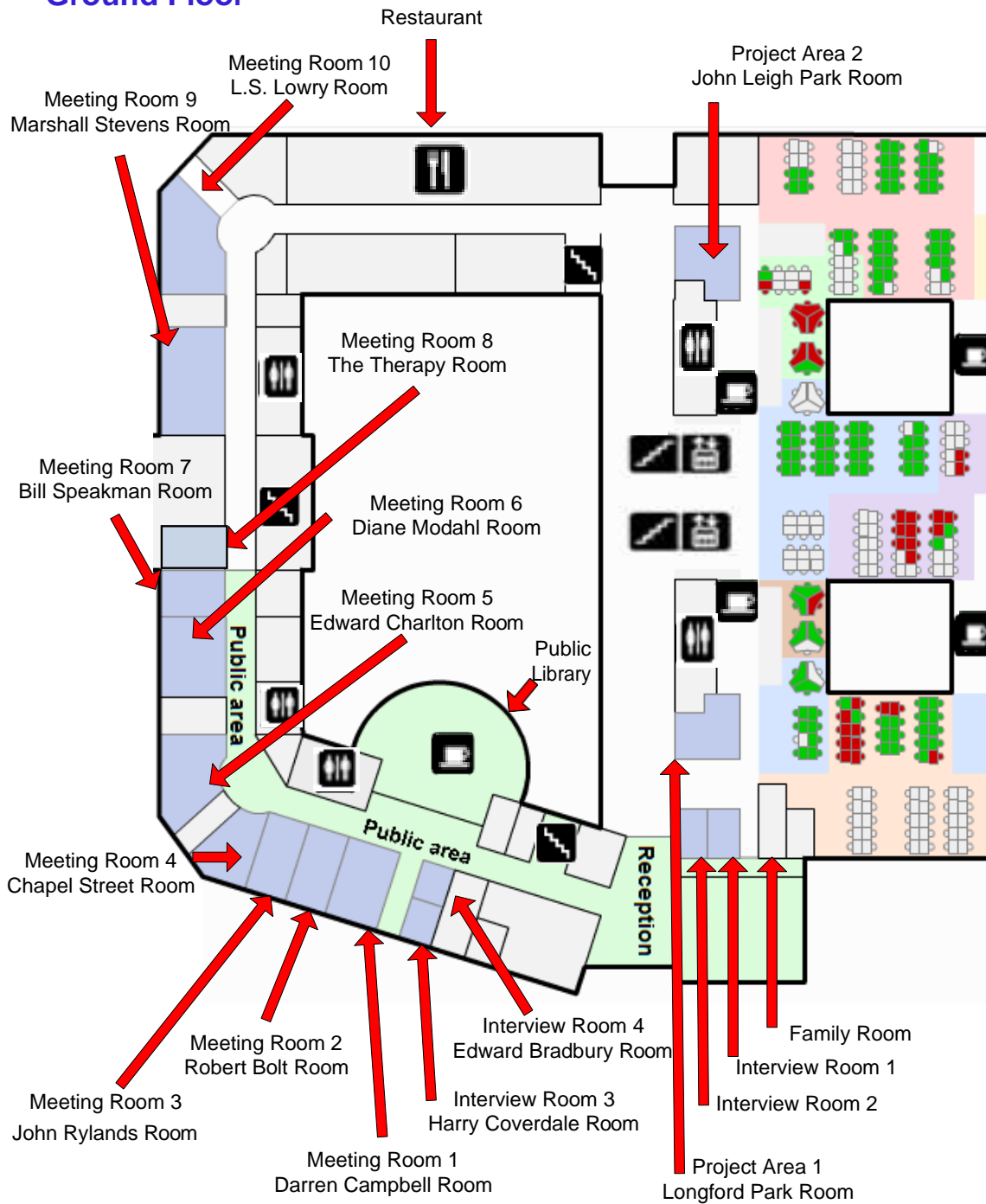
To add a printer:



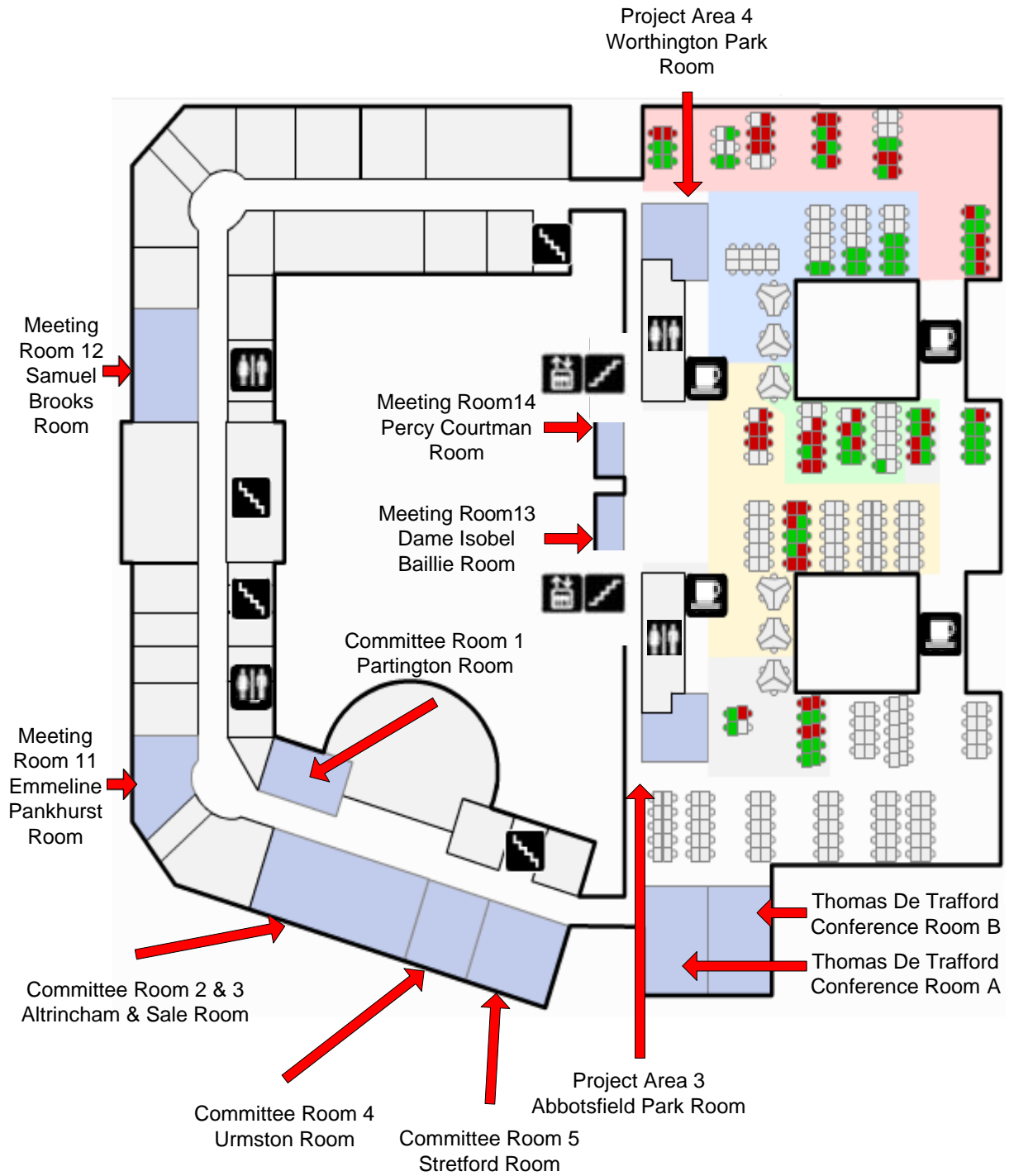
Once the printer is set up using the online guide or instructions above, a registration process is required at one of the printers. Follow the on screen instructions at the printer.

# Appendix A – Trafford Town Hall Meeting Room Locations

## Ground Floor

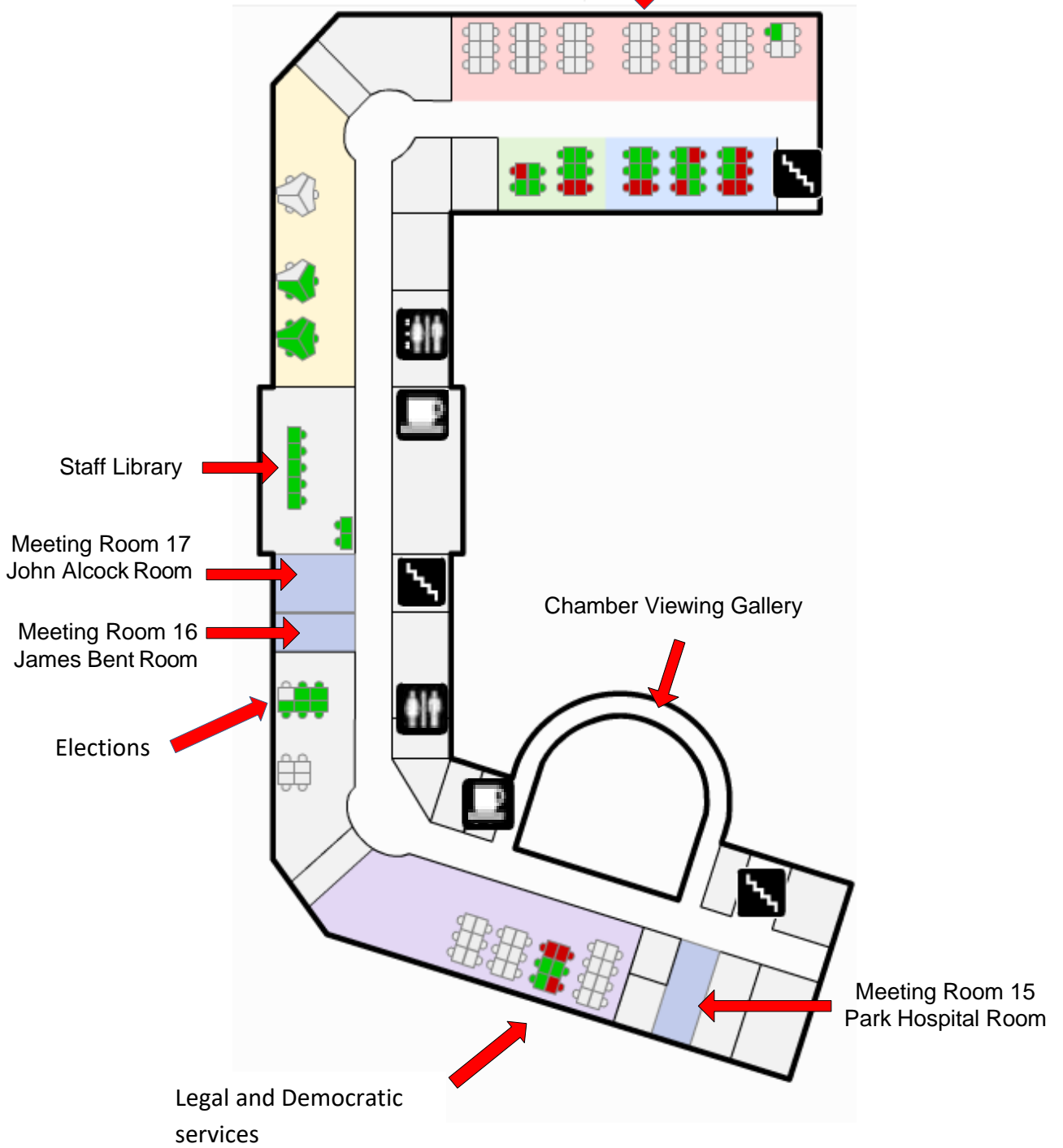


# First Floor



# Second Floor

GMSS - Greater Manchester Shared Services



# Appendix B - Map of Trafford Town Hall and Surrounding Area

