



Building for Strength is a unique partnership made up of 6 Voluntary and Community Sector infrastructure support and representation organisations in Reading.

## Hot Desk Provision User Guide

Service located at:



Reading Council for Racial Equality  
1 St Giles Court  
Southampton Street  
Reading  
RG1 2QL  
☎ 0118 951 0279  
✉ [info@rcre.co.uk](mailto:info@rcre.co.uk)



RISC Global Café  
35-39 London Street  
Reading  
RG1 4PS  
☎ 0118 958 3555  
✉ [admin@risc.org.uk](mailto:admin@risc.org.uk)

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<p><b>What is Hot Desking?</b></p>	<p><b>Sharing desk at work:</b> the practice of using an available desktop area to carry out office based work instead of having a desk assigned to the user. The concept of the hot desk is that the employer or provider furnishes a permanent <b>workstation which is available to any person as and when needed</b>. There is no personal domain pertaining to a particular individual and physical facilities are employed as and when needed. This type of arrangement enables several people to make better use of the available and sometimes limited resources.</p>
<p><b>Building for Strength Hotdesking facilities</b></p>	<p>Building for Strength project following this concept has provided two workstations at Reading Council for Racial Equality (RCRE) and a laptop and desk space at Reading International Solidarity Centre (RISC) Global Café for use by small and start-up community organisation without their own resources.</p> <p>The hot desk facilities are targeted and prioritised to meet the needs of small and emerging community based groups, which do not have easy access to the facilities required to enable them to function effectively, grow and meet their objectives. The aim is to provide these groups with an environment that will enable them to provide professional services to their members.</p>
<p><b>Description of the Hot desking service and where it is located.</b></p>	<p>BfS Hot desking service provides two fully equipped internet ready computer workstations with the most recent Microsoft Office software. The main Hotdesking service is located at RCRE and delivered in conjunction with RISC to maximise flexibility and access for users outside of normal office hours.</p> <p>The hotdesking service at the RCRE offices is on the ground floor to ensure that it is accessible to all users, especially those with mobility difficulties. The ‘hot-desk’ facility provided at RISC is a lap-top computer, with wireless internet connectivity, which has been designed to ensure that access to this equipment can be made available outside of normal office hours, especially in the evenings and at weekends via the caretaker, shop or café staff on site.</p> <p>Each PC has Microsoft Office™ 2007 providing Word Processing, Spreadsheet, Presentation, Desktop Publishing, E-mail, Web Browser and other essential applications and also provides broadband internet connection. Users will have access to small-scale printing and scanning facilities. Internet access will enable community organisations to provide web based email addresses for easy communication.</p>
<p><b>Eligibility Criteria</b></p>	<ol style="list-style-type: none"> <li>1. Users must be registered with a central authority<sup>1</sup> as a Community Organisation or are in the process of setting up as a community organisation with an active membership.</li> <li>2. Users are representatives of small Minority Ethnic Community organisations with a turnover of less than £5000/00 per annum.</li> <li>3. They are registered with the Building for Strength Project.</li> <li>4. They are recommended as needing the support by Building for Strength partners<sup>2</sup> and the Voluntary Sector Support Unit at Reading Borough Council.</li> </ol> <p><b>BfS Development Workers will routinely identify and refer groups they believe are eligible to access the service.</b></p>

<sup>1</sup> Reading Voluntary Action/Stronger Together; Reading Council for Racial Equality; Reading Borough Council Voluntary Sector Support Unit; Charity Commission.

<p><b>Accessing the Hotdesking Service: “Normal Office hours”</b></p>	<ol style="list-style-type: none"> <li>1. Eligible organisations will complete a registration form and their details will be recorded in a central register held at RCRE.</li> <li>2. Registered organisations will nominate two people who will be utilising the facility on behalf of their community organisations, but only <b>1</b> person can have access to the facility at any given time.</li> <li>3. Registered users will be provided with a login access to the computer system.</li> <li>4. Access to the hot-desk facilities will be by way of a telephone or face to face booking system managed by RCRE and RISC staff.</li> <li>5. The service at RCRE is available Monday – Friday in Two time slots. Morning Session 10 a.m. – 12 noon; and the afternoon session from 2 -4 p.m. RCRE will exercise reasonable discretion for usage on either side of the time slots.</li> <li>6. It is anticipated that, in the first instance, facilities will be made available in 2 hour slots; however this limit will be reviewed in the light of experienced demand levels and may be extended.</li> </ol>
<p><b>Accessing the Hotdesking Service: “Out of Hours”</b></p>	<p>The ‘<b>Out of hours</b>’ service is provided by RISC in the <b>Global Café, 35 London Street, Reading, RG1 4PS</b> and is available from <b>Tuesday to Sunday until 9pm</b> Please call the Global Cafe direct line <b>0118 9583555</b> to check availability and book a user slot.</p>
<p><b>ACCESS FOR WHEEL CHAIR USERS</b></p>	<p><b>RCRE offers limited Disabled facilities. Please let us know in advance if you use a mobility device so that appropriate arrangements can be made.</b></p>
<p><b>What is provided?</b></p>	<p><b>1. Admin Support:</b> RCRE admin staff and RISC staff will provide one to one advice and guidance to all new users, and on an ongoing basis as required. Training has been provided to the administrative staff to enable them to effectively train and provide ‘first line’ support across all systems and applications to the hot-desk facility.</p> <p>Staff members will provide assistance to all new users on how to access and use the hotdesk facility and will give practical help with using IT/Word Processing and associated services such as printing. However, this role does not include providing typing services for users.</p> <p><b>2. Printing</b> RCRE &amp; RISC will provide free limited black &amp; white printing facilities as part of the service. Large scale b/w and colour printing facilities can be accessed at RISC by purchasing a printing voucher or at a subsidised rate per sheet at RCRE.</p> <p><b>3. Limited Storage:</b> <i>RCRE will provide a document storage case for each user group. RCRE will provide a filing cabinet to allow users to store their document cases and kept locked when not in use. RCRE Admin Workers will facilitate access to the locked cabinet to enable users to retrieve their document case and ensure that users do not interfere with the documents of other users.</i></p>

<sup>2</sup> Reading Council for Racial Equality/Sakoma; Reading Voluntary Action/Stronger Together; Reading African and Caribbean Community Association; Reading Faith Forum and Reading international Solidarity Centre.

	<p><b>4. Mail Drop:</b> By agreement with RCRE registered organisations can use the address of RCRE as their <b>BUSINESS mail drop</b> for the lifetime of the project. Please contact RCRE if your organisation would like to take up this opportunity.</p>
<b>What is not provided?</b>	<ul style="list-style-type: none"> <li>▶ The service is not an internet café.</li> <li>▶ The service does not provide telephones access and users are advised to use their mobile phones for telephone communication.</li> <li>▶ The service does not provide free colour printing.</li> <li>▶ The service does not provide free photocopying.</li> </ul>
<b>Conditions for Use:</b>	<ol style="list-style-type: none"> <li>i. Users must not use the service to undertake personal work.</li> <li>ii. Users must not access entertainment or inappropriate sites.</li> <li>iii. Users must refrain from undertaking political campaigning.</li> <li>iv. Users must not undertake betting or gambling,</li> <li>v. Users must not smoke or bring alcohol onto the premises.</li> <li>vi. Users must ensure that they should not engage in any activity that may be a concern to either the service providers or compromise their impartiality as a community support organisation.</li> <li>vii. Users must ensure that they leave the workstation in a clean and tidy state after use.</li> </ol>
<b>Training &amp; Support</b>	<p>It is recognised that within the target groups there may be potential users for whom insufficient IT skills presents an obstacle to use of these facilities, and to their groups' development more broadly. The service will undertake a continuous survey of users to identify common IT/Word Processing related problems.</p> <p>Training will be provided to groups of people identified as having similar problems in using the IT.</p>
<b>User and Equipment Security:</b>	<p>RCRE/RISC: The IT equipment is provided with up-to-date anti-virus/anti-spyware and firewall protection, and the providers will ensure that these are regularly updated and the equipment is maintained. Users are advised to:</p> <ul style="list-style-type: none"> <li>▶ To provide their own data storage equipments e.g. Memory Sticks, External Hard Drives and CD Writer Discs.</li> <li>▶ Take responsibility for storing or backing up their information.</li> <li>▶ Always use strong passwords (combination of letters and numbers)</li> <li>▶ Avoid visiting inappropriate websites as these are most likely to introduce Malware/Spyware/Adware which will affect the efficiency of the computer and put the integrity of the information held on them at risk.</li> <li>▶ Report any antivirus warning or unusual activity, performance or concerns they have either about the equipment or the information they are trying to access immediately to the providers.</li> <li>▶ Finally, please do not bring food and drink to the workstation.</li> </ul>

### Information about the service can also be obtained from other BFS Partners:

Reading African & Caribbean  
Community Group  
email: [safiya@accgcentre.co.uk](mailto:safiya@accgcentre.co.uk)  
Tel: 0118 939 3900

RVA/Reading Faith Forum  
email: [tom.hudson@rva.org.uk](mailto:tom.hudson@rva.org.uk)  
Tel: 0118 958 4849

Sakoma (Togetherness) Forum  
email: [GMathew.Sakoma@rcrc.co.uk](mailto:GMathew.Sakoma@rcrc.co.uk)  
Tel: 0118 951 0279