

Home Working Policy

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1.0 POLICY STATEMENT

The Hull Clinical Commissioning Group (CCG) recognises that working from home, as part of the Agile working arrangements that Hull CCG supports, can bring advantages both to the employee and to the organisation. These may include: flexibility around issues such as dependent care or disability issues, reduced costs, better use of time, convenience, freedom from transport problems, reduced personal risk and ecological benefits.

It is accepted that not all jobs / employees may be suitable for home working. Consequently, each situation needs to be considered on its merits. Clearly some jobs are intrinsically not suitable for home working e.g. receptionists.

Home working should be available to staff where appropriate but Hull CCG recognises that this should be done so in a safe and secure manner.

It is essential that all working arrangements, for example availability and disposal of confidential waste, are fully discussed and agreed between all relevant parties before commencing. It is essential that an employee working from home is able to maintain confidentiality of documents, computer files etc when the house is occupied by others.

This policy applies to all employees of Hull CCG. This includes staff on honorary contracts, bank contracts or a joint contract with Hull CCG and another employer. This policy does not apply to independent contractors (including agency staff) working on a contract for services basis.

2.0 PRINCIPLES

Hull CCG has an overriding responsibility to deliver timely services. It also has the right to seek ways of developing the capacity of its services, improving the capabilities of its employees and improving effectiveness.

All requests will be given full consideration and no reasonable request will be refused. However, in certain circumstances the needs of the business may not allow for the request to be granted. If a request is denied, a full and detailed reason for the refusal will be given in writing to the employee.

Managers will ensure that staff who request a flexible working arrangement are aware of the implications (if any) on their terms and conditions of employment e.g. salary, annual leave, pension. Managers should seek the assistance of a Workforce Team Representative where necessary.

As far as practicable Hull CCG may be able to offer home working arrangements such as:

- **Ad-Hoc Working from Home:** Staff, who spend the majority of their time in the workplace but at their manager's discretion, works from home at their own request where it is appropriate for them to do so, usually to undertake a defined piece of work. This is categorised by the need for Hull CCG to continue to provide a dedicated work station within a CCG building.

- **Regular Home Working:** Staff who spend a percentage of their time in the workplace but uses part of their home as a work station on a regular basis e.g. every Monday or 5 days every fortnight (pro-rata for part-time staff).
- **Full-Time Home Working:** Staff who routinely work at home and spend the majority or all of their working week working from home and uses part of their home as a workstation. This is categorised by the absence of a need for Hull CCG to provide a dedicated workstation.

In addition to employees requesting to work from home, the Head of Service or Director may decide that certain posts are suitable for home working.

Home working would normally be considered for suitable posts either on establishment or before a vacancy is filled. The advertisement should make clear that the post is home based, and the recruitment process should take account of the skills required for this type of work.

If home working is being considered for existing employees, not at their request, contact should be made with the Workforce Team. It is advisable that early consultation takes place with the employees concerned. Any arrangements should bear in mind that not all individuals will be suited to working alone. Also not all employees will have a home suited to home working.

Where a request for a permanent change to an employees working arrangements is requested the organisation reserves the right to impose a trial period, the length of which will be at the line manager's discretion but will normally be between 3 and 6 months, to establish whether or not the new working arrangements meet service needs.

Employees are able to apply no more than once per year.

Training and support will be provided to all Line Managers in the implementation and application of this policy.

3.0 EQUALITY STATEMENT

In applying this policy, Hull CCG will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.

4.0 MONITORING AND REVIEW

The policy and procedure will be reviewed periodically by the Workforce Team in conjunction with operational managers and Trade Union representatives. Where review is necessary due to legislative change, this will happen immediately.

The implementation of this policy will be audited on an annual basis.

PART 2

1.0 PROCEDURE

2.0 AD HOC WORKING FROM HOME

Hull CCG recognises that the work undertaken by many of its staff may be carried out more easily in a quiet location and without disruption. In cases where office facilities are open plan or where staff are easily disrupted, the member of staff may work from home with the express consent of their manager, following a successful application to home work on this basis.

Line managers should monitor the working patterns of staff members who work at home on an ad hoc basis. If there are regular patterns of working from home, the line manager and employee should discuss the possibility of making more formal home working arrangements.

2.1 Authority

For ad-hoc home working, employees must agree in advance with their line manager when they wish to work at home. The manager will ensure that the employee's absence from the workplace will not create problems for other staff.

2.2 Contact

Staff who work at home on an occasional basis must ensure that their manager and Hull CCG have details of the contact number at home and that they can be easily contacted during working hours. On each occasion the employee should inform appropriate colleagues that they will be working from home and how and when they might be contacted.

2.3 Base

The designated office base for these members of staff will remain unchanged.

2.4 Termination

This arrangement will be reviewed regularly at agreed intervals and may be terminated at any time by either the employee or the line manager.

2.5 IT Equipment

IT equipment will not be provided for ad-hoc workers. Home PCs can be used with remote access capability to securely link into Hull CCG's network. Landline telephony / data network costs will not be paid by Hull CCG.

Staff must comply with Hull CCG's Acceptable Use Guidelines, Mobile Computing Procedures, E-mail and Internet Policy and Use of Encryption Technology Policy.

3.0 REGULAR AND FULL TIME HOME WORKING

3.1 Full Time Home Working

A full time home worker routinely works at home and spends the majority or all of their working week working from home. Their home is classified as their work base and Hull CCG does not provide a dedicated work station in any CCG building.

3.2 Regular Home Working

Staff who spend a percentage of their time in the workplace but uses part of their home as a work station on a regular basis e.g. every Monday or 5 days every fortnight. There are a number of options for employees who are regular home workers and each case will be considered on an individual basis. The options within this category are:

- **Desk-sharing:** Two or more individuals may be able to share an existing workspace based on their working patterns.
- **Hot-Desking:** Someone who hot-desks does not have a permanent allocated workstation but has a designated area where they can work at one of a number of suitably equipped workstations.
- **Touchdown working (Agile):** An individual may have a permanent, formal, office base but does not need an allocated workstation as their work involves being out of the office for a significant part of their working week. They can use touchdown spaces available at some CCG premises, as well as CSU locations.
- Maintaining own desk at a work base in addition to using home as work base. This option should only be available to staff where none of the above options are possible.

3.3 Facilities for Home Workers – Regular and Full time Information Technology / Telecommunications

Appropriate IT and telephony equipment will be provided by Hull CCG in line with the requirements of the role.

Staff must comply with the relevant CCG IT policies.

3.4 Training

If a member of staff carries out a Computer Based Learning System (CBLS) module in their own home this would fall into the 'Ad hoc working from home' category. When CBLS training is undertaken out of normal working hours this must be agreed in advance with the line manager.

4.0 AGILE WORKING

Ensuring that staff have the ability and equipment to work in the location, across the large geographical area, and manner required to successfully carry out their role

This may mean staff having a fixed desk at Hull CCG headquarters, or for other staff to be able to work across a number of different locations. This may require staff to be issued with mobile equipment such as laptops and smart phones as well as other identified equipment to be able to fulfil the role which may only be available to staff who have a genuine need for it and approval from their manager.

There are three agile working profiles which have been developed to support the need of this type of working based on the need of their role these are as follows:

- **Fixed**
 - Spend most of the time working at one fixed site
 - May have specific, individual equipment / furniture needs to be able to perform their role and work effectively
 - Seldom away from their desk except for meetings with colleagues in the office
 - Do not need to work from non-CCG sites

- **Flexible**
 - Have the ability to effectively deliver their work utilising space across a range of CCG or CSU buildings or locations where wifi is available
 - Spend a large percentage of their time working or attending meetings/other similar events and/or delivering business across a range of internal and external sites
 - Have the option and ability to work from any site or location where wifi is enabled

- **Flexible Plus**
 - Spend most of their time working 'on the move'; accessing information or conducting community/client/patient based activities, working across a range of operational / business sites and coming into offices only for meetings or other specific events
 - Have the option and ability to work from any site or location regardless of whether there is wifi with the use of the equipment provided as a Flexible Plus Worker

Information with regards to the Agile Working Programme can be found at www.nyhCCG.org.uk/agile-working

5.0 LEGAL REQUIREMENTS AND EQUIPMENT

5.1 Furniture and Equipment

Decisions will be made locally on a case by case basis. In the case of agile working or Regular and Full Time, working from home an application for equipment form will need to be completed and authorised by a Director. (Appendix 4)

Equipment for agile working has been identified as follows:

5.2 Fixed Worker

- Fixed Phone on Desk.
- Fixed Desktop Computer, or laptop which can sit in a docking station on the desk.

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5.3 Flexible Worker

- Standard mobile phone
- Laptop computer with standard carry case
- Laptop peripherals - i.e. plug in mouse, keyboard, screen if required
- External network access

5.4 Flexible Plus Worker

- Smart Phone
- Laptop computer with standard carry case
- External network access
- 3G dongle (SIM) - One off initial cost as well as monthly charge

5.5 Insurance and Legal Requirements

5.6 Business Rates

Any home working would normally make part of the property used liable to a business rate, if the work materially detracts from the use of the dwelling for domestic purposes. The home worker is advised to check their individual circumstances with their local Council. Hull CCG is not liable to pay for any financial increase from domestic rate to business rate.

5.7 Insurance

Hull CCG requires all home workers to inform their insurance company that they work at home and of any equipment owned by Hull CCG that is kept there. The CCG does hold insurance for computers and office equipment, though cover is limited to Fire, Lightning, Explosion, Aircraft, Storm and Flood in respect of general office equipment. Computers and accessories are covered by internal insurance arrangements for All Risks including Theft but the policy is subject to a £1000 policy excess. Theft from an unattended motor vehicle is excluded unless the item is concealed, preferably in a locked boot.

5.8 Employer's Liability

Employees working at or from home are covered by Hull CCG Employer's Liability Policy. Any accidents must be reported immediately in accordance with Hull CCG's guidelines.

5.9 Public Liability

Although covered by Hull CCG Employer's Liability Policy employees must not hold meetings or visits involving members of the public in their own home.

5.10 Mortgagee/Landlord

Before commencing home working employees should advise mortgagees or landlords that they intend to work at home. Hull CCG will not be responsible for any additional costs as a result.

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6.0 Contract of Employment

All employees undertaking full time or regular home working arrangements will receive a variation to their Contract of Employment

6.1 Sickness

When an employee is working from home, under the terms of any of the three categories, they must comply with Hull CCG's sickness reporting procedures and ensure that their manager is informed if they are sick or unable to work.

6.2 Disclosure and Barring Service

If an employee's working practice change and they start to working in different bases then consideration needs to be made about whether the change in working practice requires them to have a DBS check. For example an employee starts to use a base in which they come into contact with vulnerable people then they may require a DBS check if they do not already have one.

6.3 Travel Expenses

The rates of allowances are set out in Section 17 of the Agenda for Change Terms and Conditions Handbook and claims can be made as appropriate.

6.4 Normal Designated Base

An employee's designated base must be agreed with their manager and used in relation to mileage claims whether you are classed as one of the following:

- Fixed Worker
- Flexible Worker
- Flexible Plus Worker

An individual's base will be identified as the place in which a worker spends the majority of their time.

Mileage claims will be reimbursed under the usual Section 17 of the Agenda for Change Terms and Conditions Handbook and also expenses and subsistence allowance as applicable.

Travel time between the designated office base and home is non reimbursable.

7.0 SECURITY, DATA PROTECTION AND CONFIDENTIALITY OF INFORMATION

In order to comply with the Data Protection Act 1998, any data used must be secure and can only be accessed by you. This means that all hardcopy information must be kept either in a locked cabinet or by secure means if travelling, and that electronic information is password protected. In addition all sensitive data and any data containing personal information should be encrypted.

Staff who work from home, in any of the three categories, are required to meet all of Hull CCG's Information Governance requirements as detailed in Information Governance policies,

procedures and guidelines. In addition they must be able to document and demonstrate how those requirements will be met. Managers must be able to evidence that they are satisfied that there are processes in place to meet the Information Governance requirements and that they are being met.

As a minimum the following training must have been completed via the Connecting for Health Information Governance Training Tool: Introduction to Information Governance and Information Security Guidelines or the Information Governance module. Certificates to evidence the training has been successfully undertaken must be held on the individual's personal file and referenced as up to date as part of the appraisal process.

Employees have a duty of care to take all reasonable steps to safeguard equipment from loss or damage. Valuable objects such as laptops should not be left unattended in vehicles. Failure to keep equipment of information secure will be considered a very serious matter and could result in disciplinary action being taken.

All personal information generated must be kept in a secure place i.e. locked in a drawer. Nothing containing personal information is to be thrown away with normal household rubbish.

Any confidential waste is to be gathered up and securely transported to the office on the home workers next scheduled visit/review. Once in the office, it will be disposed of in the normal way with the other confidential waste that is produced.

8.0 HEALTH AND SAFETY

When considering an application for home working, managers should be aware that the statutory duties pertaining to The Health and Safety At Work Act 1974 and associated Regulations still apply.

Managers must also ensure that employees who are authorised to work from home are fully aware that all CCG policies and procedures are in force whilst they are on CCG business.

Risk Assessments must be carried out for all activities undertaken whilst working at home in the same way they are conducted for those activities undertaken in a workplace. All significant risks must be recorded and measures put in place to reduce the risk to the lowest level so far as is reasonably practicable. It remains the manager's responsibility to ensure these assessments are in place.

A generic guide of topics to be considered in the Risk Assessment can be found in Appendix 2.

This risk assessment must be retained within the departments Risk Assessment file and be reviewed by the departments competent risk assessor in addition to being signed off by the line manager before an employee can commence working at home.

If the employee is to use a PC workstation (own or CCG), they must complete a DSE risk assessment to confirm the suitability of the equipment being used. The DSE risk assessment can be found on Hull CCG intranet and a copy should be retained in the employees personnel file.

8.1 **Accidents, Incidents and Dangerous Occurrences**

Employees working at home must inform their manager in the event of accidents, incidents or dangerous occurrences. Initial reports should be by telephone, followed by appropriate action such as entering the incident on the appropriate reporting system.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 apply to home working. Managers should ensure that employees be made aware that in the event of an incident, enforcement agencies such as the Health and Safety Executive may require access to their home as part of any subsequent investigation. This is also relevant to internal investigations.

Further information is available within the Hull CCG Mobile Working Policy

APPLICATION FOR HOME WORKING

Employee Name			
Line Manager			
Home Address			
Home Phone Number			
Proposed home working arrangement? (Please circle as appropriate)	Full Time Home Working	Regular Home Working	Ad-Hoc Working From Home
Desired Start Date			
Proposed home working days (Please tick)	Monday	Thursday	
	Tuesday	Friday	
	Wednesday	Saturday	
	OR Occasional ad-hoc (please tick)	<input type="checkbox"/>	Sunday
AND / OR To carry out CBLS training at home	<input type="checkbox"/>		
Supporting information / rationale (to be completed by applicant)			
<p>I have read and understood and agree to the Hull CCG Policy on Home Working</p> <p>Applicant signature _____</p> <p>Date _____</p> <p>Job Title _____</p>			

Rational for decision for home working (to be completed by line manager)

APPROVED / NOT APPROVED (delete as appropriate)

Line Manager Signature _____ **Date** _____

Service Manager Signature _____ **Date** _____

Please forward a copy of this signed application to the Workforce Team.

A copy of the application should also be kept on the employee's personal file with a note made of the date when a review of the working arrangements should be carried out.

HOME-WORKING - SELF RISK ASSESSMENT CHECKLIST

This form will be used to assist your manager and the Health and Safety team to ensure that your working conditions at home comply with current best practice.

Name:		Date of completion:	
Address where assessment was undertaken:		Job Title:	
		Department:	
Security of Information	Yes	No	Comments
Is your home secure from intruders?			
Are all the windows closed when you leave your home?			
How many other people in your accommodation have access to the area where you will be undertaking CCG business?			
Confidentiality	Yes	No	Comments
Are laptop and confidential files locked away when not in use?			
I have procedures in place to ensure that family members or others who come into my home do not have access to confidential information e.g. not being overheard while on the phone or access to written or electronic information.			
Are your passwords and PIN numbers kept secure and not divulged to anyone?			
I can confirm that no confidential data will be stored on the hard disk of my personal computer.			
I can confirm that I will not transport any confidential data on an unauthorised and/or non encrypted storage devices (PC Hard Drives, Memory sticks or CDs)			
I will shred confidential documentation.			
Fire	Yes	No	Comments
Is the work area tidy?			
Are waste materials regularly disposed of?			

Are exit routes clear?			
Do you have an escape plan?			
Is a smoke alarm fitted? Alarms should be tested regularly.			
Do you have a suitable fire extinguisher readily at hand?			
Have you been trained how to use it safely?			
Electrical Equipment (either CCGs or your own but used for CCG work)			
	Yes	No	Comments
Any apparent damage? Cracked casing, missing screws etc			
Any evidence of overheating? Look for discolouration			
Any obvious damage to leads or plugs?			
Are the cables secure in all plugs?			
Slips Trips & Falls (Work areas)			
	Yes	No	Comments
Are floor coverings sound and without defects?			
Are walkways clear of tripping hazards e.g. trailing cables?			
When seated at your desk can you move your legs & upper body together without twisting?			
Working Environment			
	Yes	No	Comments
Is the temperature comfortable?			
Is the ventilation comfortable?			
Do you have adequate lighting?			
Manual Handling			
	Yes	No	Comments
Do you carry out any abnormal Manual Handling activities?			
Have you completed Hull CCG Manual Handling course?			
Display Screen Equipment			
	Yes	No	Comments
Do you use a screen for more than an hour			

a day on a regular basis?			
Are you aware of Hull CCG's policy on eye tests?			
Accidents / First Aid			
	Yes	No	Comments
Do you know the procedure for reporting any accidents or work related illness?			
Do you have a first aid kit available when working at home?			

If you have answered NO to any of these questions you must discuss with your manager and the Health and Safety Department.

Any other comments you have regarding your working environment, please list here:

Signature:.....

Job Title:.....

Date:.....

**Assessing suitability / proposal for home working
Points to consider**

LINE MANAGER

- What proportion of the employee's work is done alone or as part of a team?
- Are there alternative methods of doing their tasks that might facilitate home working?
- What proportion of the employee's work could be done at home?
- Are current work practices and processes appropriate for home working – if not, can they be changed with team agreement?
- Will the employee require access to specific equipment, tools, materials or documents in order to work? Are there practical and cost problems with this requirement? Can this equipment be provided?
- Does the employee manage any other team members and if so how will this occur if the employee works at home?
- How much technical or other support does the employee provide to their employees?
- Can the ICT requirements be met?
- How will office cover be maintained?
- How can confidentiality of information be maintained?
- Will service delivery be impaired during normal working hours?

EMPLOYEE

- Am I able to work on my own with only phone and email contact to fall back on?
- Will I miss the support of working within a team?
- Am I able to be self motivated enough to work from home?
Will I be able to organise my work within my hours and allow work not to disrupt my home life outside working hours?
- Am I planning to move home in the immediate future?
- Am I able to accommodate personal circumstances to accommodate my work?
- Am I prepared to check my working environment to ensure it continues to be a confidential and safe working environment?
- What arrangements will I need to make for regular contact with my manager?
- Do I have the space needed to work at home? If not, how can this issue be overcome?
- Do I have the necessary ICT supporting equipment to allow me to undertake my task?

AGILE WORKING – EQUIPMENT REQUEST FORM

Full Name			
E-Mail Address			
Windows User Name			
Organisation			
Base			
Contracted Hours			
Job Share	Yes	No	
The following questions are related to your current equipment			
Computer Type			
Make (i.e. Dell, Lenovo, Panasonic)			
Model (i.e. Optiplex 760, Latitude E6400)			
Asset Tag or Volume Number (i.e. A014578)			
PC Name (i.e. 5EF01-BSKJA4J)			
Do you currently have any specific software applications installed on the desktop PC or Laptop? i.e. Microsoft NAV, SQL Server 2008 etc	Yes	No	
Do you have any specialist equipment? i.e. A second monitor?	Yes	No	
Do you have a work provided mobile phone?	Yes	No	
Do you currently have any other mobile devices e.g. touchbook, iPad, tablet etc	Yes	No	
Do you currently have a desk phone?	Yes	No	