

Home working policy

Approval Process

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| Lead Author | Adrian Whittle, Head of HR and Organisational Development and MaryAnn Watson, Sustainable Office Manager. |
| Developed by | NHS Cambridgeshire (NHSC) HR, Information Governance, IT and Risk Teams |
| Approved by | |
| Ratified by | Joint Consultative and Negotiating Partnership (JCNP) |
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Document Control Sheet

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| Development and Consultation: | The HR team in consultation with the Information Governance team has developed this policy. Original sources: Norfolk PCT home working policy, Addenbrookes home working policy, Manchester Mental Health & Social Care NHS Trust's home working policy, East Riding of Yorkshire Council, Lincolnshire PCT, and Wakefield District PCT's home working policy Health and Safety appendix 1. |
| Dissemination: | This policy will be promoted within the Commissioning PCT and hosted units and uploaded to the NHS Cambridgeshire website. |
| Implementation: | The Head of HR is responsible for monitoring the application of the policy by ensuring that: <ul style="list-style-type: none"> • The policy is brought to the attention of all employees and hosted units • Managers are aware of their responsibilities for ensuring that staff under their control adhere to the policy • Staff are informed and consulted as appropriate • Any appropriate training and guidance is provided to staff • Corporate business processes support the implementation of the policy |
| Training: | Training will be undertaken as part of the PCT's ongoing processes. |
| Audit: | NHSC HR Team will hold a database of HR policies and a reminder will be sent when a policy is due for renewal. |
| Review | NHSC HR Team will review the policy every two years unless an earlier review is required due to changes directed by regulatory bodies/national guidance. |
| World Class Commissioning | This policy supports the PCT in its compliance with the Information Governance toolkit (314) and legal compliance with Data Protection Act, Misuse of Computers and NHS Code of Confidentiality and World Class Commissioning Competency 1C. |
| Links with other documents: | The policy should be read in conjunction with NHS Cambridgeshire's: - IT Security and Usage Policy Information Governance Policy |

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| | <p>Information Sharing Protocol Disciplinary Procedure Safe Haven Policy Information Governance Strategy Removable Media Policy Code Conduct for Confidentiality Email Acceptable Use Policy Grievance Policy Flexible Working Policy -CPCT Health and Safety Policy Incident and Near Miss Reporting Guidance Destruction and Disposal of Unwanted Information and Equipment Policy NHS Code of Practice – “Information Security Management” Management of Attendance - CPCT policy</p> |
| Equality and Diversity: | Adrian Down has carried out a Rapid Equality & Diversity Impact assessment and concluded the policy is compliant with the PCT Equality and Diversity policy. |

Revisions

| Version | Page/Para No | Description of Change | Date Approved |
|---------|--------------|--|---------------|
| 2.0 | 2 and 3 | Additional policies referenced | |
| | 10-13 | An appendix removed on confidentiality and sections added in main body of policy to make this clearer and to include a section on Information Governance | |
| | 15 | Section 28 added to include statement of breaches of the policy Section 29 added on Tax Relief | |
| | 17 | Staff to undertake online IG training tool to become a home worker | |
| 2.1 | 6/2 | Amendment of definition of home worker | |
| 2.1 | 8/7 | Amendment to points to consider when assessing a home working application | |
| 2.1 | 14/26.1 | Additional requirement for line managers to continually review performance of home workers | |

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| 2.1 | 14/26.4 | Additional requirement to review home working arrangements after first three months | |
| 2.1 | 14/27.1 | Addition of termination action | |
| 2.1 | 15/28.4 | Addition of risk of termination if home working agreement violated | |
| 2.1 | Appendices | Amendment to manager checklist to include three month review column | |

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1. Introduction

NHS Cambridgeshire (to be hereby known as the PCT) supports all staff to achieve a good work-life balance. Developments in the availability of new technology can be used to support more flexible ways of working, including home working.

As a general trend, work is becoming more flexible and less centralised. Office technology is playing a significant role in this development and it is becoming increasingly possible to perform certain kinds of work at home, rather than in the office.

This policy, in conjunction with the Trust's other work-life balance policies, has been developed to enable staff to achieve an appropriate balance between work and personal goals, whilst maintaining the need to ensure that patient services are not compromised.

The aim of this policy is to bring together information to aid employees and managers when considering a request for home working and highlight the areas they need to consider when deciding if home working is appropriate. It also addresses the issues needing agreement prior to home working taking place.

2. Definition of home working

Home workers fall into two categories:

2.1 Routine home working

- A home worker is a member of staff who routinely works from home for a minimum of one day a week.

2.2 Occasional / temporary home working

- Staff who are not recognised as home workers but who may, when appropriate, request permission from their line manager to work from home on an ad hoc basis.

3. Scope

3.1. This policy applies to all NHS Cambridgeshire staff except employees aged under 18 years due to the special risk assessment associated with young workers.

3.2. The PCT will ensure that the application of any part of this policy does not have the effect of discriminating, directly or indirectly, against staff on grounds of race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability. The application of this policy will apply equally to full and part time staff.

4. Principles

4.1. The policy provides a framework for managing home working arrangements. It is the responsibility of the line manager to determine if it is appropriate for staff to work from home. When considering requests from staff to work from home, line managers must ensure the overall needs of the service are met, and ensure that productivity and quality is maintained.

4.2. In principle, the PCT intends to fairly support all requests for home working if the PCT is able to maintain and develop high standards of quality and value.

4.3. Under no circumstances should home working be used as an alternative method of childcare, eldercare, et cetera.

- 4.4 Staff are encouraged to recognise the environmental implications of travel and where possible to factor these in to any home working arrangements to avoid home working for half days as the benefits of reduced transport and emissions is lost. This does not apply to field workers.

5. Advantages of Home Working

5.1. Employee benefits

- Increased discretion in the management of their work and personal time
- Saving time and costs
- The ability to work without distraction – improving quality and value of work
- Home working can reduce travel to work and associated carbon emissions. In this way the employee can help the NHS reduce its carbon footprint and meets its obligations to the health of the population and the planet as a good corporate citizen as set out in the NHS Carbon Reduction Strategy for England

5.2. Employer benefits

- Retention of valued and skilled staff
- More engaged workforce – demonstrates the PCT is flexible and trusts staff
- Helps the PCT become an employer of choice – more attractive to skilled people from a wider population e.g. location, people with disabilities, et cetera
- More effective use of accommodation
- Can alleviate parking problems
- Improvements in productivity through reduced distractions
- Supports equal opportunities for staff

6. Occasional home working

- 6.1 Work, such as writing reports, papers and projects may be carried out more easily in a quiet location and without disruption. In cases where the office facilities are shared or the member of staff is continually being interrupted, the line manager may agree that an employee can work at home on an ad hoc basis. Occasional home working may also be considered to cover a short-term difficulty such as a member of staff being unable to travel to work due to accident, injury or illness or as part of a return to work strategy. This must not be considered where medical opinion has deemed that the individual is unfit to work.
- 6.2 For the purpose of adherence to this policy, agreement to occasional/ ad hoc working from home to meet the needs of the service does not fall within the definition of home workers. However, the general principles of this policy will apply for employees working at home on an occasional or ad hoc basis such as adhering to the policies mentioned within.
- 6.3 The line manager should establish that it is beneficial to the PCT for an employee to work from home before authorising all requests to work from home.

7. Routine Home Working

When making a decision on home working the following areas should be taken into account:

7.1 Job Suitability/Business Needs

When deciding if a job is suitable for home working the following should apply:

- Business needs are satisfied e.g. retention of key skills, opportunity to improve workplace environment.
- The work should be capable of being carried out at a remote location.
- Service delivery and quality standards, including health and safety will not be compromised.
- A home working arrangement must be reciprocal and beneficial to both the individual and the Trust.
- The employee's output should be clearly measurable in terms of quality and quantity.
- Is the jobholder required to supervise others?
- An assessment of the risks of the need to access confidential data should be made.
- Line managers should, when assessing an application to work from home, consider the impact on other team members and ensure that there is no detrimental effect on workforce productivity within the team.

In both circumstances home working is a consideration where the employees work is self-regulated and discrete to the extent that it can be undertaken outside the office. Posts with regular patient or client contact or that are the contact point for a department would not be considered suitable for home working. Therefore, home working can only be considered where a specific job can be undertaken at home and where there is clarity around what will be accomplished.

7.2 Individual Suitability

When deciding on someone's suitability to work from home, the following personal attributes are required to make home working successful:

- Self motivation and self discipline
- Commitment to home working
- Adaptable and resourceful
- Well organised
- Good communication skills
- Ability to cope with minimal social contact
- Capable of working with minimum supervision
- Ability to balance work with domestic responsibilities

8 Hours of Work/Working Time Regulations

- 8.1 The manager needs to clarify at the outset of the arrangement, what hours the employees should work and to be clear whether these are required at specific times of the day or specific days of the week.
- 8.2 Employees working from home are still subject to the Working Time Regulations 1998, unless they have signed an opt out. For those employees who haven't signed an opt out, the regulations require them not to work more than 48 hours in each seven day period, averaged over a 17 week period; to take regular breaks throughout the day (minimum of 20 minutes every 6 hours); have 11 hours consecutive rest in every 24 hour period; and to have a 24 hour rest period in every seven days, averaged out over a 14 day period.

9 Insurance and Housing Implications

- 9.1 Employees who receive approval to work from home are responsible for clearing the arrangement with their home insurance provider and, if applicable, taking out an appropriate policy to cover any additional risks.
- 9.2 Employees will be required to provide confirmation that they have taken the appropriate insurance cover before they can commence working from home – see appendix C.
- 9.3 The Trust will not meet any additional costs of insurance.
- 9.4 The Trust will not pay any additional lighting or heating costs.
- 9.5 Employees should also check their tenancy/mortgage agreements to ensure there are no provisions that prohibit home working.

10 Security, Health and Safety

- 10.1 The Health and Safety at Work Act 1974 states that an employer shall ensure, so far as it is reasonably practical, the health, safety and welfare at work of all employees and this extends to home workers. The NHS Code of Practice – ‘Information Security Management’, produced by the Department of Health reinforces this by providing guidelines that can be referred to in order to ensure consistent and effective information security management is carried out and this was a consideration when devising this policy.
- 10.2 As the supervision that can be exercised over a member of staff working from home is limited, the main responsibility will be with the home worker to ensure that they do their work in a way as to ensure that they and other persons who may be affected, including other members of the household as well as the public, will not be exposed to risks to their health and safety.
- 10.3 A risk self assessment (Appendix D) will need to be undertaken on the home workplace and further advice on this is available in Appendix A – Guidance for Managers. For further information on this please contact the Trust’s Risk Department.
- 10.4 The PCT will not expect to fund any non-specialist equipment but might on occasions have to provide some minor items to assist individuals in their increased use of a computer whilst working at home.
- 10.5 Equipment used by home workers must be safe to use and not give rise to any significant risks to health and safety. If the equipment is provided by the Trust then the employee should ensure the equipment is maintained in efficient working order and in good repair and where applicable ensure that Portable Appliance testing (PAT) has been conducted. The employee is responsible for reporting faults and making equipment available for repair, if it is Trust owned equipment.
- 10.6 Legislation concerning the use of Display Screen Equipment also applies to employees using computers at home. See Appendix E that will need to be completed. This information and guidance is also available from the Trust’s Risk Department.
- 10.7 To ensure employee safety no meetings with third parties should be held on the home premises.
- 10.8 From time to time a Trust representative may require access to the working area to carry out health and safety checks.

11 Home Contact and Times

- 11.1 The employee will need to ensure that their work telephone number is redirected to their home phone number so that they are available to take phone calls (unless they have a works mobile phone). ASP will need to set this up so the employee will need to raise a call with ASP's IT service desk.
- 11.2 The working hours will be those set out in the employee's contract of employment, but managers will need to agree the hours they will need to be available for contact, so the employee may negotiate to work at non-routine hours, such as at night or weekends. More information can be found on NHS Cambridgeshire's website, within the Flexible Working Policy – CPCT.

12 Communication Channels

- 12.1 The line manager will need to monitor work completed and review agreed objectives and performance outputs regularly with the employee. Face-to-face meetings will be held as and when required, but will not be less than one-monthly intervals.
- 12.2 Activities such as Personal Development Reviews and Plans, objective setting and performance management will continue to take place at a Trust office.
- 12.3 It is recognised that home workers may feel a sense of isolation through the loss of face-to-face contact with colleagues. It is important that home workers do not lose their identification with the Trust and continue to feel part of the team. Managers should therefore ensure that home workers are kept well informed of developments and changes, where appropriate.

13 Confidentiality

- 13.1 Employees must ensure that all information stored and accessed (including written information and that held on computer) is secure and cannot be accessed by other household members. Failure to keep information secure will be considered as a serious matter and dealt with under the **Disciplinary Procedure**. Please refer to the **Information Sharing Protocol** and also the NHS Cambridgeshire **Safe Haven policy**.
- 13.2 The Trust will need to ensure that the employee is able to retain security and confidentiality of documents within the home in keeping with the NHS Code of Practice – 'Confidentiality', produced by the Department of Health that was referred to in drafting this policy. This decision should be made after consultation with the Trust's Information Security policies.
- 13.3 It is the individual's own responsibility to ensure that they are able to fulfil the confidentiality clause within their contract of employment. .
- 13.4 Home faxes should **not be used** when sending confidential information as information is retained on the fax device.
- 13.5 As soon as they are no longer required, hard copies of confidential data should be destroyed in a shredder **at a Trust office**.
- 13.6 Documents containing confidential or sensitive information should **not** be saved onto the home computer. Please refer to the NHS Cambridgeshire Code of Conduct for Employee in Respect of Confidentiality for definitions and further information on confidential information.

- 13.7 Trust issued laptops must be kept secure at all times. For detailed guidance on this please refer to the NHS Cambridgeshire IT Security and Usage policy.
- 13.8 Employees should never use their home computer or personal laptop for working with any data related to patients, staff or PCT confidential work unless they are using an NHS Cambridgeshire approved solution. When Trust computers reach the end of their useful life the hard drives are removed and destroyed and therefore never leave NHS control. Private equipment may be sold on intact and any information stored in a home computer poses a risk in relation to contravening the Confidentiality and Data Protection policies.
- 13.9 Employees are reminded that they have a legal obligation to store information safely, to protect it from loss, destruction or damage. This requires storage that is secure against theft and damage, and the protection of systems from computer fraud and virus attacks.

14 Information Governance

- 14.1 The Home Worker should be made fully aware of their information governance responsibilities to the organisation and must complete the NHS Connecting for Health IG training tool and attain a satisfactory pass level prior to home working. A certificate of completion should be kept on the Home Worker's personal file.
- 14.2 It is the responsibility of the Home Worker to maintain their home working environment and security in conformance with the organisation's policies and agreement permitting their home working. Where a Home Worker requires clarification or guidance they should consult the Trust.
- 14.3 The Home Working Risk Self-Assessment Check list (Appendix D) must be completed to ensure appropriate environmental security is in place and a copy of the completed check list should be kept in the Home Worker's personal file.
- 14.4 The Home Worker's proposed working environment should be assessed by the Home Worker for any perceived IG risks and these should be addressed prior to starting home working. Examples of IG risks include potential to:
- Accidentally breach patient confidentiality;
 - Disclose other sensitive data of the organisation to unauthorised individuals;
 - Lose or damage critical business data;
 - Damage the organisation's infrastructure and e-services through spread of un-trapped malicious code such as viruses;
 - Create a hacking opportunity through an unauthorised internet access point;
 - Misuse data through uncontrolled use of removable media such as USB memory sticks and other media;
 - Cause other operational or reputational damage
- 14.5 When a home working agreement is approved the purpose, terms and conditions should be formally reviewed and agreed by the Home Worker. A reference copy of this agreement must be provided to the Home Worker. All such home working agreements should be reviewed periodically for their continued applicability.
- 14.6 Failure by staff to observe and maintain their home working agreement, including all associated IG policies, may result in their home working facility being withdrawn.
- 14.7 All computers must be encrypted and password protected and under no circumstances will any other person be allowed to access this equipment if provided by the Trust

- 14.8 It is the responsibility of the Trust to ensure that the organisation infrastructure is maintained in a technically secure manner that would reasonably prevent a security breach arising from a home worker's location.
- 14.9 Once all necessary steps have been satisfied the home working arrangements agreed may be made operational. Please note that other NHS information governance codes of practice and good practice guidance for information governance security management and for the security of permitted removable media remain applicable and should be followed.
- 14.10 The Trust may undertake audit checks with permission of the user to ensure this home working policy is complied with. Any compliance issues will be reported to the line managers concerned and may be handled through staff disciplinary processes or contractual arrangements.
- 14.11 All incidents involving the use of home working facilities must be reported to the organisation's Risk Manager immediately and in accordance with the organisations incident reporting processes. See Cambridgeshire PCT Incident & Near Miss Reporting Guidance for further details.

15 Transferring Confidential paper work between work and home

- 15.1 Please refer to the NHS Cambridgeshire Safe Haven policy.

16 Email use when home working

- 16.1 Please refer to the Email Acceptable Use policy.

17 Memory sticks and Removable Media

- 17.1 Please refer to the Removable Media policy.

18 IT Security

- 18.1 Please refer to NHS Cambridgeshire IT Security and Usage policy.
- 18.2 Home broadband and a personal mouse can be connected to and used with Trust laptops.
- 18.3 Any problems encountered with home working, including IT issues should be reported using the PCT's incident reporting systems. IT issues need to be reported via ASP's IT service desk.
- 18.4 Staff are permitted to use their home computer for access to and use of their nhs.net email account **only** and not to download from nhs.net. Staff are other wise not permitted to use home machines unless it is an approved NHS Cambridgeshire solution.

19 Sickness

- 19.1 Employees working from home need to inform their manager if they are sick or unable to work in accordance with the Management of Attendance – CPCT policy.

20 Annual leave

- 20.1 All annual leave must be taken in accordance with local procedures.

21 Travel costs

- 21.1 Home workers (as defined in Section 1.1) will be expected to meet the cost of travelling to work when they do come into the Trust in the normal way. If they are required to travel to other locations as part of the job, payment will be made in accordance with Trust rules and their home will be their base for claiming travel expenses.

22 Application process

- 22.1 The employee should apply for home working using the home working application form (Appendix B). The manager will assess suitability using the Manager's checklist (Appendix C). The self-assessment forms D and E need to be completed prior to approval. If approved an agreement for routine home workers, which will be an addendum to the contract of employment, will be drawn up (Appendix G).

23.2 Employing a Home worker who routinely Works at Home

If a manager is satisfied that they wish an existing employee to work at home they should:

Arrange to issue a contract variation, which states:

- that the contract allows them to work from home
- that the individual is required under Section 3(2) of the Health & Safety at Work Act to do their work in such a way that they and other persons who may be affected, including other members of the household, as well as the public, will not be exposed to risks to their health and safety. The checklist enclosed should be completed – see Appendix C.
- the individual's own responsibility in terms of notifying the institution who have arranged a mortgage on the property, notifying a landlord
- that the individual is responsible for ensuring that they are able to fulfil the confidentiality clause within their contract of employment.
- that the individual is responsible for carrying out a risk self assessment

23 Approval

- 23.1 Approval for routine home working (as defined in Section 2) must be obtained from the appropriate Service Director. Occasional arrangements must have the approval of the relevant line manager. The form in Appendix B is to be used for this purpose. Approval of home workers is subject to adherence of all Trust policies.

24 Appeals

- 24.1 Any issues relating to managers decisions on home working, or concerning the individual responsibilities should be raised with or by the immediate line manager in the first instance and if necessary addressed further using the Trust's grievance procedure.

25 Review of Working Arrangements

- 25.1 Line managers will continually review performance of home workers in line with the Trust's performance management procedures which include the Disciplinary Procedure and the Capability (Work Performance) Procedure.
- 25.2 The Trust reserves the right to review any home working agreement annually, or more frequently if agreed at the outset of the arrangement.
- 25.3 This policy links to the following Trust policies which are all available on the Trust's website:-
- IT Security and Usage Policy
 - Information Governance policy
 - Information Sharing Protocol
 - Disciplinary Procedure
 - Safe Haven Policy
 - Information Governance strategy
 - Removable Media Information Security Policy
 - Code Conduct for Confidentiality
 - Email Acceptable Use Policy
 - Grievance Policy
 - Flexible Working Policy - CPCT
 - Health and Safety Policy - CPCT
 - Incident and Near Miss Reporting Guidance
 - Destruction and Disposal of unwanted Information and Equipment Policy
 - NHS Code of Practice – "Information Security Management"
 - Management of Attendance - CPCT policy
- 25.4 The home working arrangement will be reviewed by the line manager and home worker after the first three months of the arrangement to ensure that both parties continue to find the arrangement satisfactory.

26 Terminating the home working arrangement

- 26.1 Where performance issues are identified, the home working arrangement may be terminated and other Trust procedures followed as necessary (for example, Capability (Work Performance) Procedure and Disciplinary Procedure).
- 26.2 A number of factors can affect the Home Worker's ability to continue to work from home. These include a change in personal or domestic circumstances, moving house to a home that is unsuitable for home working, the individual suffering from stress through isolation, the individual not having the self-discipline to work effectively without direct supervision etc.
- 26.3 For circumstances where the home worker is unable to work at home on a permanent basis, it needs to be agreed at the outset what impact this will have on the employment relationship. For example, for an individual who is recruited specifically for home working then this could result in termination of employment. For an existing employee who is transferred from office to home then managers should consider relocation back to the office as a base. Whatever the intention, it should be specified at the outset of the agreement.
- 26.4 Should exceptional circumstances arise where a home worker is unable to work from home on a temporary basis, then every endeavour should be made to provide office accommodation until such time as the home working arrangement can be reinstated. Such accommodation cannot be guaranteed and should only be provided as a temporary solution. Where accommodation is not available within departmental resources,

consultations should be held with the Line manager and appropriate Human Resources representative. If it proves impossible to reinstate home working, it will be necessary to review the consequences for the employment relationship in the context of the impact specified at the outset of the arrangement.

28. Monitoring and review

- 28.1 The Trust has the right to monitor and/or audit applications and outcomes.
- 28.2 Applications and outcomes, from both employer and employees should be recorded and kept in the individual's personal file.
- 28.3 Breaches of this policy will be reviewed on a case-by-case basis. Any breaches of these rules will be treated seriously and will be subject to disciplinary action up to and including dismissal. Please refer to NHS Cambridgeshire's Disciplinary Policy.
- 28.4 If after a thorough investigation it is determined that an employee has violated one or more of the regulations contained in this policy, that employee's line manager will be notified and his or her future use of home working closely monitored or the agreement will be terminated.
- 28.5 If a gross breach has occurred, management will take immediate action in line with the Trust's policies. Such action may result in the home working contract being terminated.

29. Tax relief

- 29.1 Tax allowance can be claimed if you work from home for 1 or more days per week however under current Inland Revenue rules this will only apply if it is necessary that the employee works from home, not if they merely choose to work from home. More information can be obtained from Her Majesty's Revenue and Customs Website.

Health and Safety Requirements Guidance for Managers and Employees

Home working places joint responsibilities under Health and Safety Legislation on the Home worker and the Authority. Prior to agreeing home based working, the following requirements must be met:

| What the law requires | Home worker's responsibilities | Manager's responsibilities |
|---|--|---|
| Health, Safety & Welfare Employers have a duty to protect the health, safety and welfare of home workers | Ensure the home work-area remains safe, and report any concerns or risks to line manager immediately | With the member of staff, complete a risk assessment of the work activities and work area involved. |
| Electrical Equipment Employers are responsible for the maintenance of electrical equipment provided by the employer for use by a home worker | To report any concerns about the safety or condition of electrical equipment provided by NHS Cambridgeshire for work use at home, so that maintenance can be carried out. | Ensure electrical equipment provided by NHS Cambridgeshire for work use at home is checked annually for safety and maintenance. |
| Display Screen Equipment / VDU Employers have a duty to ensure display screen equipment used by home workers is safe and does not adversely affect the users health | Complete a VDU workstation checklist to identify any adjustments or equipment required. | |
| New and Expectant Mothers Employers are required to risk assess new and expectant mothers who work at home | Home workers who are pregnant, have given birth in the previous 6 months, or who are breast feeding must inform their line manager so that a risk assessment can be completed | Complete an individual risk assessment for new and expectant mothers using normal risk assessment pro forma. |
| First Aid Employers are responsible for the provision of a basic First Aid kit | Take steps to prevent accidents by ensuring the home work-area remains safe, and report any concerns or risks to line manager | Provide a basic first aid kit if requested |
| Accidents Employers have a duty to ensure they are informed of work-related accidents, injuries, and dangerous occurrences | Take steps to prevent accidents by ensuring the work area at home remains safe. In the event of an accident associated with home working activity, this must be reported to line manager | Keep a record of work-related incidents using the incident report form |

Reference:
Wakefield District PCT's Home working Policy October 2007

**HOME WORKING – REQUEST FORM
(Copy to be held in personal file)**

| | |
|-------|------------------|
| NAME: | POST: |
| BASE: | DATE OF REQUEST: |

HOME WORKING REQUEST (Routine/Occasional):

REASONS FOR REQUEST:

DATE MET TO DISCUSS:

REQUEST AGREED: YES/NO

IF NOT AGREED, JUSTIFICATION / ALTERNATIVE ARRANGEMENTS AGREED:

The Trust reserves the right to review any home working agreement annually, or more frequently if agreed at the outset of the arrangement.

| | |
|--------------------------|---|
| <input type="checkbox"/> | I confirm that I have read and understood NHS Cambridgeshire's Home Working Policy |
| <input type="checkbox"/> | I confirm that I have completed the on-line, NHS Connecting for Health, IG Training Tool and attained a score of 75% or higher. |
| <input type="checkbox"/> | I confirm that I have adequate insurance for working from home as noted in Section 10 of the Home Working policy |
| <input type="checkbox"/> | I confirm that a Home Working risk assessment has been undertaken as noted in section 11.3 of the Home Working policy |

Staff Members Signature: Date:

REVIEW DATE:

| | |
|---------------------|--------------------------|
| MANAGERS SIGNATURE: | STAFF MEMBERS SIGNATURE: |
| | |
| PRINT NAME: | PRINT NAME: |
| DATE: | DATE: |

MANAGERS CHECKLIST ON HOME WORKING

| | |
|--|--|
| Personal details | |
| Employees Name | |
| Job Title | |
| Work base | |
| Department | |
| Business Needs | |
| <ul style="list-style-type: none"> • Retention of key skills Yes/No • Opportunity to improve the workplace environment Yes/No | |
| If other, please give details: - | |
| | |
| | |
| | |
| | |
| Suitability of Job | |
| Brief description of the job: | |
| | |
| | |
| Suitability of Individual – Assurance of | |
| <ul style="list-style-type: none"> • Self motivation Yes/No • Self discipline Yes/No • Adaptability and resourcefulness Yes/No • Well organised Yes/No • Good communication skills Yes/No • Able to cope with minimal social contact Yes/No • Capable of working with minimum supervision Yes/No | |

- Able to balance work with domestic responsibilities Yes/No
- Domestic circumstances satisfactory for home working Yes/No
- Have they discussed with other members of their household? Yes/No
- Have they informed Mortgage Company or landlord? Yes/No
- Have they informed their home insurer? Yes/No

Equipment In Place

| <u>List of equipment</u> | Yes/No | Cost |
|--------------------------------|--------|------|
| Computer | | |
| Broadband connection | | |
| Table/desk | | |
| Chair | | |
| Telephone | | |
| First aid kit | | |
| Smoke detector | | |
| Fire extinguisher/fire blanket | | |

If other please give details

.....

.....

.....

Health and Safety

- Has a risk assessment been conducted? Yes/No
- Does the employee know the corrective action to take in an emergency? Yes/No
- In case of fire – will the employee know what to do? Yes/No
- Does the employee have any health needs or requirements? Yes/No
- Has a Display Screen Assessment been conducted, if appropriate? Yes/No

If other, please give details:-

.....
.....
.....

Agreement to home working YES/NO

Managers name Date

Signed

Service Directors name Date

Signed

Review date will be on

If applicable, the reason home working was not agreed to:

.....
.....
.....
.....
.....
.....
.....
.....

Home Working Risk Self-Assessment Checklist

| | |
|-------------------------|--------------------|
| Name | Date of assessment |
| Location being assessed | |
| Signed | Job title |

| Working area | Tick | | Action to take | Issue Resolved | |
|--|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is there adequate space available for a dedicated workplace when required? | | | | | |
| Is there an adequate desk or work surface? | | | | | |
| Is there sufficient space to get to and from the work area easily? | | | | | |
| Is there adequate space for the secure storage of necessary equipment and files? | | | | | |

| Use of location for home working | Tick | | Action to take | Issue Resolved | |
|--|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Has the employee checked that their home insurance covers them whilst working at home? | | | | | |
| Is the employee aware of the requirement to report incidents and near misses? | | | | | |

| Contact | Tick | | Action to take | Issue Resolved | |
|--|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is there a system to ensure the line manager is aware when an employee is working at home? | | | | | |
| Can the employee make telephone contact with the employer, and vice versa? | | | | | |
| Are colleagues aware of what details should be given regarding the employee working from home? | | | | | |

| Working at home | Tick | | Action to take | Issue Resolved | |
|--|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is work planned so adequate breaks from the work area are taken? | | | | | |
| Are there any problems relating to isolation? | | | | | |

| Safety / Security | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is any equipment kept out of view? | | | | | |
| Is any equipment kept in a secure area with locks on entry doors when the building is empty? | | | | | |
| Are the security arrangements at the home working base adequate? | | | | | |
| Are wires from equipment placed carefully to avoid trips? | | | | | |
| Does the employee ensure that no inappropriate documents are taken home? | | | | | |
| Is confidentiality of work maintained (either paper or on computer), including restricting access to other persons in the home environment? | | | | | |
| Is there adequate fire safety equipment in the environment i.e. smoke detector, fire blanket? | | | | | |
| Is there first aid equipment available in case of accident? | | | | | |
| Is the employee aware of the need to employ appropriate techniques for manual handling of work taken home? | | | | | |

| Facilities at home-working location | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Are the light levels adequate for home working? | | | | | |
| Is there provision for adjusting the temperature? | | | | | |
| Are the hygiene facilities adequate for home working? | | | | | |

| IT | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Has the employee had training on use of any special equipment / software / IT access procedures? | | | | | |
| Has all IT equipment been checked and recorded? | | | | | |
| Has a DSE self-assessment been completed on the homework area and equipment? | | | | | |
| Are there any issues highlighted by the DSE self-assessment of the home working environment (the DSE assessment must be attached to this risk assessment) | | | | | |

| Any other issues | Tick | | Action to take | Issue Resolved | |
|------------------|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| | | | | | |
| | | | | | |
| | | | | | |

Where a risk is identified and not resolved, a risk assessment form must be completed and attached to this document (see Appendix F)

To be completed by line manager

I have reviewed the findings of this assessment and discussed any issues arising with the assessor.

| | |
|--------|------------------------|
| Name | Job title |
| Signed | Review assessment date |

Home Working Display Screen Equipment (DSE) Self-Assessment Checklist

| | |
|-------------------------|--------------------|
| Name | Date of assessment |
| Location being assessed | |
| Signed | Job title |

| 1. Risk factor: Display screens | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Are the characters clear and readable? | | | | | |
| Is the text size comfortable to read? | | | | | |
| Is the image stable, i.e. free of flicker and jitter? | | | | | |
| Is the screen's specification suitable for its intended use? | | | | | |
| Are the brightness and/or contrast adjustable? | | | | | |
| Does the screen swivel and tilt? | | | | | |
| Is the screen free from glare and reflections? | | | | | |
| Are adjustable window coverings provided and in adequate condition? | | | | | |

| 2. Risk factor: Keyboards | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is the keyboard separate from the screen? | | | | | |
| Does the keyboard tilt? | | | | | |
| Is it possible to find a comfortable keying position? | | | | | |
| Does the user have good keyboard technique? | | | | | |
| Are the characters on the keys easily readable? | | | | | |

| 3. Risk factor: Software | Tick | | Action to take | Issue Resolved | |
|--|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is the software suitable for the task? | | | | | |

| 4. Risk factor: Mouse, trackball etc | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is the device suitable for the tasks it is used for? | | | | | |
| Is the device positioned close to the user? | | | | | |
| Is there support for the device user's wrist and forearm? | | | | | |
| Does the device work smoothly at a speed that suits the user? | | | | | |
| Can the user easily adjust software settings for speed and accuracy of pointer? | | | | | |

| 5. Risk factor: Furniture | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is the work surface large enough for all the necessary equipment, papers etc? | | | | | |
| Can the user comfortably reach all the equipment and papers they need to use? | | | | | |
| Are surfaces free from glare and reflection? | | | | | |
| Is the chair suitable? | | | | | |
| Is the chair stable? | | | | | |
| Does the chair have a working: | | | | | |
| • Seat back height adjustment? | | | | | |
| • Seat back tilt adjustment? | | | | | |
| • Seat height adjustment? | | | | | |
| • Swivel mechanism? | | | | | |
| • Castors or glides? | | | | | |
| Is the chair adjusted correctly? | | | | | |
| Is the small of the back supported by the chair's backrest? | | | | | |
| Are forearms horizontal and eyes at roughly the same height as the top of the VDU? | | | | | |
| Are feet flat on the floor, without too much pressure from the seat on the backs of the legs? | | | | | |

| 6. Risk factor: Environment | Tick | | Action to take | Issue Resolved | |
|---|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Is there enough room to change position and vary movement? | | | | | |
| Is the lighting suitable, e.g. not too bright or too dim to work comfortably? | | | | | |
| Does the air feel comfortable? | | | | | |
| Are levels of heat comfortable? | | | | | |
| Are levels of noise comfortable? | | | | | |

| 7. Final questions to users: | Tick | | Action to take | Issue Resolved | |
|--|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| Ask if the checklist has covered all the problems they may have working with their VDU. | | | | | |
| Ask if they have experienced any discomfort or other symptoms, which they attribute to working with their VDU. | | | | | |
| Ask if the user has been advised of their entitlement to eye and eyesight testing. | | | | | |
| Ask if the user takes regular breaks working away for VDUs | | | | | |

| 7. Other issues: | Tick | | Action to take | Issue Resolved | |
|------------------|------|----|----------------|----------------|----|
| | Yes | No | | Yes | No |
| | | | | | |
| | | | | | |

Where a risk is identified and not resolved, a risk assessment form must be completed and attached to this document (see Appendix F)

To be completed by line manager

I have reviewed the findings of this DSE assessment and discussed any issues arising with the assessor.

| | |
|--------|------------------------|
| Name | Job title |
| Signed | Review assessment date |

Risk Assessment Form

| | | | |
|---|----------------|--|---|
| Organisation: | Date Assessed: | Names of those involved in the assessment: | |
| Description of location this assessment applies to: | | | |
| Description of Risk identified: | | | |
| Existing Controls: | | | |
| Risk with existing controls: | | | |
| Likelihood | Consequence | Risk Score | Accept (Y/N) |
| | | | |
| If Risk is not accepted, complete action plan: | | | |
| Actions | Responsibility | Timescale/ Review date | Revised risk score after action taken |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

HOME WORKING (ROUTINE/OCCASIONAL) CONTRACT ADDENDUM

Employee Name:

Job Title:

Department:

Base:

Further to your request for home working and following the satisfactory security and health and safety checks performed on your home address, I am pleased to confirm that the Trust will be able to accommodate this request, subject to your acceptance of the following conditions:

1. Place of Work (this only applies to routine home workers)

Your place of work for the purposes of the Home working Contract will be your home address:

- Address line 1
- Address line 2
- Address line 3
- Address line 4
- Postcode

2. Change of address

Should you wish to move to a different home address, then the suitability of the premises will be assessed and home working will only continue with the Trust's express agreement.

3. Working Hours/Contact Times

You are contracted to work XX hours a week. Your working pattern can vary in accordance with the time allocated to complete the tasks.

The times when you will be available for contact by Trust Staff have been agreed as follows:
XXXXXXXXXXXXXXXX

This does not preclude contact including attendance at meetings at other times or locations as required.

A notification of change form (P3) will also need to be completed for routine home workers, confirming the commencement date for the change of location of the new work base. Please state

clearly at Section 3 of the P3, 'Change of work base location – Home Based Worker'. Please forward the P3 to the Payroll Department (Kingfisher House) for processing.

I confirm that I have read IT security guidance on confidential information have made myself familiar with the following policies and will adhere to the conditions laid out in all the policies and guidance:

- IT Security and Usage Policy
- Information Governance Policy
- Information Sharing Protocol
- Disciplinary Procedure
- Safe Haven Policy
- Information Governance Strategy
- Removable Media Information Security Policy
- Code Conduct for Confidentiality
- Email Acceptable Use Policy
- Grievance Policy
- Flexible Working Policy -CPCT
- Health and Safety Policy - CPCT
- Incident and Near Miss Reporting Guidance
- Destruction and Disposal of Unwanted Information and Equipment Policy
- NHS Code of Practice – “Information Security Management”
- Management of Attendance - CPCT Policy

I agree to return any equipment provided by the Trust on the termination of my employment within one week.

The Trust may recover any installation costs if I should leave within twelve months of the home working agreement.

I confirm that my:

- Domestic circumstances are satisfactory for home working
- I have discussed this with other members of my household
- I have informed my mortgage company/landlord, home insurer

I am aware that permission to work from home may be revoked by my line manager.

.....
Name

.....
Date

Human Resources Department
[enter date policy agreed]