

Livewell Southwest

**Mobile Working Policy**  
**(Incorporating Working from Home, Remote Working & “Hot Desk” Arrangements)**

Version No.1.

Review: November 2017

**Notice to staff using a paper copy of this guidance**

**The policies and procedures page of Intranet holds the most recent version of this guidance. Staff must ensure they are using the most recent guidance.**

**Author: Health, Safety and Security Advisor and HR Manager**

**Asset Number: 860**

## Reader Information

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<b>Associated</b>	This document references the following supporting

<b>documentation</b>	documentation and this should be read in conjunction with the policy:  IT Security Policy Flexible Working Policy Disciplinary Policy Poor Performance Policy Appraisal Policy Health and Safety Policy Incident Reporting and Investigation Policy Display Screen Equipment Policy Lone Working Policy Information Governance Strategy Disclosure of Health Records, Giving Statements, Reports, Inquests and Court Proceedings Policy Records Management: NHS Code of Practice Sickness Policy Communication Systems (Phone Usage and Equipment, Email, Internet and Fax Policy). Safe and Secure Handling of Medicines Policy
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### Document Review History

Version no.	Type of change	Date	Originator of change	Description of change
0.1	New Policy	28/5/14	Health, Safety and Security Advisor	New Policy
1	Ratified	October/ Nov 2014	Policy Ratification Group & JCCN	Ratified with minor amends – agreed to be reviewed again in June 2015.

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# Mobile Working Policy (Incorporating Working from Home, Remote Working & “Hot Desk” Arrangements)

## 1 Introduction

- 1.1 As a general trend, working is becoming more flexible and in some cases less centralised. Office technology plays a significant role in this and it is becoming increasingly possible to perform certain kinds of work at home or in the community rather than in the office.
- 1.2 This mobile working policy has been developed in conjunction with Livewell Southwest (to be hereby known as LSW) Flexible Working Policy and Health and Safety Policy to not only enable staff to achieve an appropriate balance between work and home but to also meet the business demands of the service, ensuring that the needs of the individual, the organisation, external customers and patient services are not compromised. The use of SystemOne (patient information system) is key to providing the support necessary for staff who are mobile working.

## 2 Purpose

- 2.1 There are a number of reasons why an employee working at home or in the community may benefit both the individual and the organisation. These benefits to both LSW and the employee may include:
  - More flexibility to patient care;
  - Undertaking a specific project or type of work where a busy office environment may be unsuitable;
  - Being part of a reasonable adjustment by enabling an employee to continue working or as part of a phased return following a long term absence;
  - Supporting flexible working arrangements that further substantiate the work life balance policies;
  - Improving efficiency and effectiveness;
  - Environmental factors which place individuals at risk, (e.g. building work, adverse weather conditions or emergency planning requirements) and may restrict an employee’s ability to get into work;
  - Reduce environmental impact;
  - Time and cost savings on commuting and business mileage;
  - Potential benefits from increased goodwill and morale;
  - Retention of trained employees who might otherwise have to leave for domestic reasons resulting in savings on the recruitment and training of new staff;

- Reduction in office accommodation space;
- Greater freedom to manage workloads;
- Greater job satisfaction and personal responsibility;
- Enhanced quality of life;
- Greater flexibility for combining work and domestic commitments;
- Supports LSW's Equality and Diversity Policy, for example homeworking may benefit some disabled employees.

### **3 Definitions**

This encompasses all elements of mobile working:

#### **3.1 Remote working**

- 3.1.1 This is work undertaken away from the main office base, which is enabled through the use of information and communication technologies, so that the employee may alternate between his/her main office base (contractual base) and other suitably equipped locations, e.g. patients home, employees home, nominated LSW offices/ establishments/using a "Hot Desk" arrangement, public places (train, café, library etc.).

The suitability of remote working will depend on the facilities available and staff should ensure that any remote workstation complies with the health and safety standards set within the Display Screen Equipment Policy.

#### **3.2 "Hot Desk"**

- 3.2.1 "Hot Desking" is an office organisation system which involves multiple workers using a single physical work station or surface during different time periods. The "desk" in the name refers to an office desk being shared by multiple office workers on different shifts as opposed to each staff member having their own personal desk. Limited personal storage space will be provided. It will be the responsibility of LSW to ensure that adequate desking is available for the numbers of staff requiring space.

#### **3.3 Occasional homeworking**

- 3.3.1 Work that is carried out typically on an ad-hoc basis, from home, to do a particular piece of work that may require longer periods of uninterrupted levels of concentration. The employee would retain an office workstation at their normal place of work or other desk sharing arrangements dependent on team arrangements.

#### **3.4 Homeworking**

- 3.4.1 This can either be when an individual is requested by the organisation to use their home address as their base either wholly or for part of a week; for example, if there is no desk or appropriate work space/equipment at LSW premises and it is considered to be in the interest of the organisation or by application through the flexible working policy, then this would be defined as **Home Working**. It is not necessarily appropriate to define home working as a particular duration or specific amount of time spent at home, but should consider both the frequency and permanency of the arrangement. Where the amount of time working from home equates to more than 0.8 WTE, then home would be considered as the employee's main base. The employee will be provided with appropriate technology and equipment by LSW identified as required following both a Homeworking Self-Assessment Checklist (Appendix D) and a DSE Self-Assessment Checklist [link to VDU self-assessment checklist on intranet](#). When working in the office, a hot-desk/shared desk will be provided. See section 6 – “Hot Desk”/shared desk arrangements.

## **4 Duties**

### **4.1 Chief Executive**

- 4.1.1 The Chief Executive has overall responsibility for all aspects of this policy, and delegates the duties required to comply with the policy to managers throughout Livewell Southwest as detailed below:

### **4.2 LSW Executive Directors**

- 4.2.1 Executive Directors are responsible for ensuring adequate arrangements are in place for this policy to be fully implemented throughout their directorate. The Director of Finance has responsibility for authorising Homeworking Agreements.

### **4.3 Locality Managers**

- 4.3.1 Locality Managers are responsible for ensuring adequate arrangements are in place for this policy to be fully implemented throughout their localities.
- 4.3.2 Locality Managers are also responsible for ensuring their staff receive appropriate training, supervision and support to enable them to comply with this policy.

### **4.4 Line Managers**

- 4.4.1 Line Managers are responsible for ensuring that both they and their staff comply with the requirements of this and related policies.
- 4.4.2 Ensure all mobile working arrangements are assessed and documented and all remedial actions required are put in place following assessment.

4.4.3 Monitor compliance with any homeworking agreements and address any non-compliance according to LSW Human Resources Policies.

4.4.4 Obtain expert advice from the Health, Safety & Security Advisor where appropriate.

#### 4.5 **Employees**

4.5.1 Must comply with the requirements within this and other related policies and inform their Line Manager where this is not possible.

### 5 **Remote Working**

5.1 Work undertaken away from the main office base, which is enabled through the use of information and communication technologies. This can include patient's homes, staff home working environments, public places providing Wi-Fi access e.g. libraries, café's, trains etc.

5.2 Staff must follow the confidentiality and security guidance detailed within this policy and in all associated policies listed in Section 16.

### 6 **"Hot Desk" Arrangement**

6.1 "Hot Desk" arrangements will apply to those staff identified in accordance with the specific needs of their service.

6.2 "Hot Desk" arrangements will be implemented with regard to the requirements set out within this policy.

6.3 "Hot Desk" arrangements typically involve circumstances where there are fewer desks than employees, and can take a number of forms depending on the procedures for allocation of space and responsibilities for establishing a workspace on a daily basis.

6.4 The following changes and technologies will be used to support "Hot Desk" arrangements:

- Limited availability of confidential space for meetings, line management etc. This will be bookable;
- LSW Intranet and the use of the internet to share information;
- Computer and phone networking within the office environment and a link for homeworkers to central facilities.

6.5 It is important to consider the following key factors when determining the suitability of "Hot Desk" arrangements:

- Whether or not the type of work is process based or requires frequent information data inputting;
- Whether or not the work is location dependent – a limited requirement to be in specific or fixed places at predictable times;
- Whether there is a defined output or need to be supervised;
- A clear definition of what is expected from the flexible worker.

6.6 As far as reasonably practicable each workstation will have:

- A desk;
- A lap top or desk top computer;
- A docking station, desk top or USB hub connecting to screen, mouse, keyboard and internet (if Wi-Fi not available);
- A fully adjustable chair;
- Adequate space, heating and lighting;
- Keyboards – gel pads if required;
- Mouse and gel mat if required;
- Antiseptic wipes/gel spray;
- Footrest if required;
- Access to a telephone/fax machine/printer;
- Access to stationery;
- Limited secure storage facilities for both work documents and personal effects.

6.7 Employees will be expected to adhere to the following guidelines:

6.7.1 All information, electronic or paper, and other valuable resources should be secured appropriately when staff are absent from their workplace and at the end of each working day.

6.7.2. Whilst at work, staff must not leave patient notes, personal files or any other confidential records unattended on or around the work area. This includes handwritten telephone numbers, names etc. In particular, adhesive type notes (post its) with telephone numbers should not be left attached to the machine, or the work area.

6.7.3 Desks must be cleared at the end of each working session (excludes 24hour environments) of any confidential or person identifiable information. Medical records must be locked securely in desks, filing cabinets or rooms at all times, unless they are currently in use.

- 6.7.4 Personal items (i.e. keys, handbags, wallets etc.) should be locked away safely in the interests of security. It is the responsibility of the owner to ensure all security precautions are taken.
- 6.7.5 All paper and computer media should be stored in suitable locked cupboards when not in use. It is not sufficient to use a portable locking box for computer media.
- 6.7.6 Electronic data and equipment will not be treated differently from manual records and equipment, as they contain the same type of confidential and/or personal information. Computing and all other equipment containing data will therefore be treated with the same level of security as paper based resources.
- 6.7.7 Computers and laptops **must not be left logged on** when unattended, and must be protected by passwords, screensavers, screen filters and other controls that are available to all staff within the organisation.
- 6.7.8 Screens can be locked by the user when leaving their computer terminal, however, at the end of a work session, devices must be shut down and not locked so that the device can be used by other staff.
- 6.7.9 Due to the nature of “Hot Desk”/shared desk arrangements staff should not display any personal belongings e.g. photos on a “Hot Desk”.

## **7 Occasional/Ad-Hoc Homeworking**

- 7.1 Employees undertaking occasional homeworking for ad-hoc periods or to complete specific pieces of work should adhere to the following:
- Employees must request permission from their Line Manager or appropriate deputy before undertaking ad hoc homeworking as an alternative to coming in to base;
  - Employees must be contactable at home throughout normal working hours by the line manager/supervisor;
  - Employees will be available to attend meetings or training courses as required by their line manager;
  - Employees will not invite clients to their home for any reason;
  - Working from home by employees will not create additional workloads for other employees or otherwise affect operational efficiency and effectiveness;
  - Absence and sickness reporting procedures will continue to apply;
  - A Homeworking Self-Assessment Checklist (Appendix D) must be undertaken. Any specific health and safety issues should be identified and dealt with by the homeworker. If this is not possible the line manager should be informed immediately.

7.2 There is no employee right to work at home and any such working is by agreement with LSW (the employer). LSW does not require any employee to undertake homeworking against their wishes.

## **8 Home Working**

- 8.1 The organisation gives staff the opportunity to request the option to work at home. The decision to agree the homeworking request or not will be based on business need.
- 8.2 There is no employee right to work at home and any such working is by agreement with LSW (the employer). LSW does not require any employee to undertake homeworking against their wishes.
- 8.3 To work effectively, homeworking has to primarily meet the business needs of the service as well as those of the individual. Whilst not all jobs are suitable for homeworking, any request will be considered on its merits. Jobs that involve project work; an identifiable output or those providing services within the community may be suitable for working from home. Jobs that are unlikely to be suitable or practical are those that provide a direct service to the public, for example staffing a reception area and those that require specialist equipment.
- 8.4 All homeworking (whether regular or occasional) will be subject to the prior agreement of the individual's manager, on the basis that clear outputs, which can be checked and monitored, are identified in advance. The manager should be able to contact the person working at or from home at any time of the agreed working day, which in some situations may differ from the usual working times.
- 8.5 Regular homeworkers will be required to sign and return a Homeworking Request Form (Appendix A). If homeworking is agreed, a Homeworking Agreement Form will be signed by both the individual and authorised by Manager and Director of Finance (Appendix C). A copy of the agreement must be held on the employees personnel file.
- 8.6 Employees must record the number of hours spent working at home and be able to provide evidence of the work carried out if requested to do so by their Manager.
- 8.7 Where home is considered to be the employee's main base the Manager will be required to complete a change form and submit this to payroll in the usual manner.
- 8.8 Where regular homeworking is under consideration, line managers must complete a Managers Checklist for Homeworking (Appendix B) giving detailed attention to the following issues:
- The suitability and compatibility of the job, the role and the home;

- The health and safety, security, financial, HR and IT issues involved;
- The impact on the level of service delivery, efficiency or effectiveness;
- How the employee's performance will be monitored, including appropriate output measures;
- Details of the regular homeworking arrangements must be confirmed in writing to the employee by the line manager; a Home Working Agreement will be signed by the manager and authorised by the Director of Finance with a copy sent to the individual and a copy kept on the personnel file;
- Regular Home Working arrangements will be monitored and reviewed as part of normal supervision, 1:1 meetings and during the annual appraisal process by the line manager to ensure their continued effectiveness, particularly in terms of service delivery and impact on colleagues. Performance issues will be dealt with in accordance with the organisation's normal Policies and Procedures;
- Managers will establish with the employee the specific times when they will be working or contactable, specify the attendance requirements for meetings, supervision sessions and the leave and sickness procedures to be followed. It is not anticipated that employees will work outside of their normal contracted hours i.e. unsocial hours, weekends or bank holidays;
- Employees will not invite clients to their home for business meetings;
- LSW work mobiles can be provided for staff when they are working remotely, mobile working, at another location etc. This device can be used to enable effective communication between LSW staff and also to enable people who use our services to contact LSW staff. The same security and Data Protection principles would apply as per the use of landlines and email etc. when staff provide their work mobile contact details;
- Managers will ensure that regular homeworkers do not become isolated and that they are helped to feel part of the work team. They will ensure that contact is maintained with the Homeworker and that this involves:
  - Regular contact and support, which may include visits from the line manager or meetings in the office or at other venues;

- Keeping employees informed of all relevant section, departmental and corporate developments which impact on their work and them as LSW employees;
- Formal supervision through management guidance and annual appraisal reviews;
- Providing training, personal development and other opportunities available to office-based staff.

8.9 If a request for Homeworking is declined, reasons for refusal to work from home will be given to the employee in writing. If employees are unhappy about the reasons given, they have recourse to the LSW Grievance Procedure.

## **9 Prescribing For Mobile Workers**

9.1 SystmOne should allow LSW prescribers to prescribe remotely (once e-prescribing is up and running and assuming an internet connection).

9.2 For those without access to SystmOne e.g. Devon Docs the remote orders process as in Safe & Secure Handling of Medicines will continue. SystmOne are developing a process for nurses to administer against a remote order rather than the prescribing section of the chart.

9.3 Prescribers will need to write a FP10 prescription by hand during remote working. A pressure sensitive duplicate pad should be used so that the copy produced can be scanned into SystmOne at the next opportunity (preferably within 24 hours).

9.4 Prescribers should take appropriate security precautions to prevent loss or fraudulent use of a FP10 prescription, as per IT Security Policy.

## **10 Insurance**

10.1 LSW will be responsible for arranging Employers' Liability Insurance and any other necessary insurance cover for equipment supplied by them by LSW.

10.2 It is the responsibility of the homeworker to arrange adequate home buildings and contents insurance. LSW will not accept liability for damage caused to the employee's home or its contents.

10.3 The homeworker must inform their insurers and mortgage lender if they are working from home on a regular basis.

## **11 SystmOne**

**Staff should familiarise themselves with the SystemOne Policy. (To be ratified).**

- 11.1 SystemOne is able to provide mobile working for staff whilst not being able to access the full system. This is achieved by downloading patient details from a point that has Wi-Fi or wired connection to N3 network before visiting the patient.
- 11.2 This could be the staff members home, office or anywhere where they can access the network. A dynamic assessment should be undertaken by the staff member to ensure the security and confidentiality of data e.g. ensure surrounding people cannot see your screen. Once the member of staff has completed their visit/visits the information should be uploaded onto the full system at the earliest opportunity. It is expected that uploading of the record should be completed within 24hours of the event, exception to this should be noted in the patient record at the earliest opportunity.
- 11.3 Staff may need to share devices particularly if working part-time. Local arrangements should be made to ensure that devices are made available for staff before commencement of their shift. The unique number of the device should be recorded against the staff member taking out the device in case of loss or theft so that the device can be wiped remotely.
- 11.4 Devices should be kept in good order and cleaned appropriately according to the Infection Prevention and Control Policy.
- 11.5 Whilst in a client's home, the client's Wi-Fi connection can be used (with permission) to access the full system and the internet if required (for the purposes of supporting the visit / assessment). If accessing the full SystemOne record through a Wi-Fi connection, extra care should be taken to ensure security and confidentiality is maintained.

## **12 IT Support**

- 12.1 Line managers will ensure that each decision to allow regular Homeworking is based on a sound business case. IT advice, equipment, systems and support will be subject to review. Contact details for IT support for devices and equipment are available on LSW Intranet.
- 12.2 Data security is a particular concern for Homeworking and the guidance contained within the IT Security Policy must be adhered to.

## **13 Business Continuity**

Please refer to LSW Business Continuity Plan for further details.

## **14 Health and Safety**

- 14.1 Under the Health and Safety at Work Act 1974, the organisation is responsible for employees' safety at work and this applies to Homeworking. However, the employee also has an obligation to ensure that they take reasonable care not to harm themselves or others.
- 14.2 LSW will provide appropriate equipment to ensure the Health and Safety of the individual is adequately safeguarded.
- 14.3 Staff should ensure they familiarise themselves with the Health and Safety processes within their work area, this includes personal security and fire procedures.
- 14.4 Managers must ensure that a risk assessment of the home work area is completed prior to occasional / ad hoc homeworking commencing. (Appendix D) Records of these assessments will be stored in the staff members personnel file.
- 14.5 LSW reserves the right to check the employee's home work areas for health and safety purposes. The need for such inspections will depend on the frequency the employee is working at home and the nature of the work undertaken, but will be at no more than 12 monthly intervals. Records of these assessments will be stored in the staff members personnel file.
- 14.6 Any incidents which occur within the home work environment related to the work activity should be reported in the normal way according to LSW Incident Reporting Policy.

## **15 Security and Confidentiality**

### **15.1 General Advice**

- 15.1.1 All staff must comply with LSW Information Technology Systems Policy, LSW Security Policy, LSW Data Protection, Confidentiality, Caldicott and Safe Haven Policy & Procedure and LSW Communication Systems (Phone Usage and Equipment, Email, Internet and Fax) Policy, and the Information Governance Strategy. Confidentiality and security must be at the centre of LSW business and is of particular importance with the increasing need for mobile working and the increasing use of mobile communication technology.
- 15.1.2 Staff should assess their work environment to ensure that they do not inadvertently disclose confidential or commercially sensitive information. Failure to adhere to these policies will result in disciplinary action being taken.

### **15.2 Lost/theft of equipment/physical records**

- 15.2.1 Loss or theft of any equipment or physical records the following process should take place:

1. Inform the Business Intelligence Team if equipment has been lost or stolen and have the serial number ready so that the device can be disabled remotely.
2. Inform the Police – a log number must be obtained.
3. Inform your Line Manager.
4. Complete a LSW Incident Report and include the Police Log Number.

### **15.3 Physical security measures**

- Staff must use any physical security devices or procedures which the organisation deems appropriate i.e. encryption, screen filter/block. Failure to use such security devices may result in disciplinary action being taken.
- Staff should never invite clients / service users to their homes for any reason.

### **15.4 Information sharing**

- 15.4.1 This must only be carried out according to the principles laid out in the Disclosure of Health Records, Giving Statements, Reports, Inquests and Court Proceedings Policy. Staff must assess the risk prior to allowing patients to physically hold mobile devices due to the device containing other patient information. Staff should never allow patients to access mobile devices unsupervised.
- 15.5 Employees will be held responsible for the loss or damage to equipment where requirements of the Security Policy and IT Security Policy have not been observed. This may also be dealt with under the Disciplinary Procedure.

## **16 Equipment and Related Costs**

- 16.1 LSW will provide staff with appropriate equipment in order for them to work remotely.
- 16.2 Managers must ensure that a DSE Self-Assessment Checklist is undertaken for all staff where a signed homeworking agreement is in place. Following assessment it may be necessary for additional equipment to be provided for the homeworker. LSW will be responsible for the provision of any such equipment and requests will be authorised by the Director of Finance.
- 16.3 An adequate Internet connection remains the responsibility of the employee to ensure that appropriate networks etc. are available to provide access to LSW systems.
- 16.4 Equipment provided by LSW remains the property of the organisation and must not be used by other members of the household not employed on LSW business (with a current Homeworking agreement in place) and must be returned by employees if the homeworking arrangement ceases.

16.5 LSW equipment may be used for 'reasonable personal use' according to the guidance laid out in the Communication Systems (Phone Usage and Equipment, Email, Internet and Fax) Policy.

16.6 Section 9 within this policy includes guidance on the following:

Access to the internet;  
Acceptable internet use;  
Unacceptable internet use;  
The use of social media and social networking sites.

## **17 Training**

17.1 LSW is committed to providing appropriate training to all employees according to a Training Needs Analysis completed by the Manager. Details of training courses available through Professional Training and Development can be found on the Intranet.

## **18 Monitoring Compliance and Effectiveness**

18.1 Monitoring compliance with this policy will be carried out using the following tools:

- Review of incident reports;
- Line Management processes (Monitoring and supervision);
- Departmental audit and report;
- Internal and external audit of compliance with this policy.

**All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.**

**The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.**

Signed: Head of Human Resources

Date: 27 November 2014

## Appendix A

### HOME WORKING – REQUEST FORM (Copy to be held in personnel file)

<b>Name:</b>	<b>Job title:</b>
<b>Base:</b>	<b>Line Manager:</b>
I would like to apply for home working in one of the following two categories:	
<b>1. Regular Home Working:</b> (please describe the pattern and frequency of the regular home working that you would like to carry out)	
<b>2. Occasional home working:</b> (please describe the purpose and estimated frequency of the occasional home working that you would like to carry out)	
I have made the following arrangements relating to my day-to-day work responsibilities:	
a. Arrangements for dealing with phone calls:	
b. Arrangements for dealing with e-mails:	
c. Arrangements for managing staff:	
d. Arrangements for contact with line manager	

I confirm that I have adequate insurance for working from home according to the requirements of the Mobile Working Policy.	
I understand that LSW will not pay any costs of working from home other than those specified in the Mobile Working Policy.	
I confirm that a Home Working Self-assessment Checklist and a DSE Self-assessment Checklist have been undertaken according to the Mobile Working Policy and copies of these have been returned to HR for retention in my personnel file.	
I have read, understood and agree to abide by LSW's Mobile Working Policy:	
Signed:	Date:
Full name:	Review Date:
Title:	

## Appendix B

### Managers Checklist for Home Working

<b>Employees Name:</b>	<b>Job Title:</b>	
<b>Department:</b>	<b>Base:</b>	
<b>Business Needs</b>		
<ul style="list-style-type: none"> <li>Retention of key skills</li> <li>Opportunity to improve the workplace environment</li> </ul>	Yes/No	Yes/No
If other, please give details:		
<b>Suitability of Job</b>		
Brief description of the job:		
<b>Suitability of Individual – Assurance of:</b>		
<ul style="list-style-type: none"> <li>Self-motivation</li> <li>Self-discipline</li> <li>Adaptability &amp; resourcefulness</li> <li>Well organised</li> <li>Good communication skills</li> <li>Able to cope with minimal social contact</li> <li>Capable of working with minimum supervision</li> <li>Able to balance work with domestic responsibilities</li> <li>domestic circumstances satisfactory for home working</li> <li>employee has discussed with other members of their household</li> <li>employee has informed their mortgage company or landlord</li> <li>employee has informed their home insurer</li> </ul>	Yes/No	Yes/No

<b>Equipment in Place</b>	
<b>List of Equipment</b>	<b>Yes/No</b>
	<b>Cost if required</b>
Computer	
Broadband connection	
Table/Desk	
Chair	
Telephone	
First Aid Kit	
Smoke Detector	
Fire extinguisher/fire blanket	
If other, please give details:	
<b>Health &amp; Safety</b>	
• Has a Home Working Self-assessment Checklist been completed	Yes/No
• Does the employee know what to do in an emergency	Yes/No
• In case of fire, does the employee know what to do	Yes/No
• Does the employee have any health needs or requirements	Yes/No
• Has a DSE Self-assessment Checklist been completed	Yes/No
<b>Agreement to home working</b>	<b>Yes/No</b>
<b>Signed: (Manager)</b>	<b>Date:</b>
<b>Authorised by: (Director of Finance)</b>	<b>Date:</b>
Review Date will be on:	
If applicable the reason home working was not agreed to:	

## Appendix C

### Home Working Agreement

<b>Name:</b>	<b>Job Title:</b>
<b>Department:</b>	<b>Base:</b>

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 LSW 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)**

For the purposes of the home working agreement you will be based at your home address on the days that have been agreed:

(agreed days of work) xxxxxxxxxxxxxxxx

**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 LSW'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 your Manager have been agreed as follows:

(agreed working hours) xxxxxxxxxxxxxxxx

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

A change form will need to be completed where home becomes the main base for routine home workers,

## DECLARATION

I confirm that I have made myself familiar with the following policies and will adhere to the conditions laid out in all the policies and guidance:

Sickness Policy  
Disciplinary Procedure  
Performance Management Policy  
Grievance Policy  
Flexible Working Policy  
Appraisal and Management Supervision  
IT Security Policy  
Health and Safety Policy  
Display Screen Equipment Policy  
Lone Working Policy  
Information Governance Strategy  
Data Protection, Confidentiality, Caldicott and Safe Haven Policy and Procedure  
Communication Systems (Phone Usage and Equipment, Email, Internet and Fax Policy).  
Disclosure of Health Records, Giving Statements, Reports, Inquests and Court Proceedings Policy v1  
Records Management: NHS Code of Practice

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

The organisation 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.

<b>Signed:</b>  <b>(employee)</b>	<b>Date:</b>
<b>Agreed by:</b>  <b>(Manager)</b>	<b>Date:</b>

## Appendix D

### Home Working Self-Assessment Checklist

<b>Name:</b>		<b>Date of Assessment:</b>	
<b>Address of Location Being Assessed:</b>			
<b>Job Title:</b>		<b>Manager:</b>	
<b>Working Area</b>	√	<b>Action to be taken</b>	<b>Date Action Completed</b>
<ul style="list-style-type: none"> <li>Is there adequate space available for a dedicated workplace when required?</li> </ul>			
<ul style="list-style-type: none"> <li>Is there an adequate desk or work surface?</li> </ul>			
<ul style="list-style-type: none"> <li>Is there sufficient space to get to and from the work area easily?</li> </ul>			
<ul style="list-style-type: none"> <li>Is there adequate space for the secure storage of necessary equipment and files?</li> </ul>			
<b>Use of Location for Home Working</b>			
<ul style="list-style-type: none"> <li>Has the employee checked that their home insurance covers them whilst working at home?</li> </ul>			
<ul style="list-style-type: none"> <li>Is the employee aware of the requirement to report incidents and near misses?</li> </ul>			
<b>Contact</b>			
<ul style="list-style-type: none"> <li>Is there a system to ensure the line manager is aware when an employee is working at home?</li> </ul>			
<ul style="list-style-type: none"> <li>Can the employee make telephone contact with the employer, and vice</li> </ul>			

versa?			
<ul style="list-style-type: none"> <li>Are colleagues aware of what details should be given regarding the employee working from home?</li> </ul>			
<b>Working at home</b>			
<ul style="list-style-type: none"> <li>Is work planned so adequate breaks from the work area are taken?</li> </ul>			
<ul style="list-style-type: none"> <li>Are there any problems relating to isolation?</li> </ul>			
<b>Safety / Security</b>			
<ul style="list-style-type: none"> <li>Is any equipment kept out of view?</li> <li>Is any equipment kept in a secure area with locks on entry doors when the building is empty?</li> <li>Are the security arrangements at the home working base adequate?</li> <li>Are wires from equipment placed carefully to avoid trips?</li> <li>Does the employee ensure that no inappropriate documents are taken home?</li> <li>Is confidentiality of work maintained (either paper or on computer), including restricting access to other persons in the home environment?</li> <li>Is there adequate fire safety equipment in the environment i.e. smoke detector, fire blanket?</li> <li>Is there first aid equipment available in case of accident?</li> <li>Is the employee aware of the need to employ appropriate techniques for manual handling of work taken home?</li> </ul>			
<b>Facilities at home-working location</b>			
<ul style="list-style-type: none"> <li>Are the light levels adequate for home working?</li> <li>Is there provision for adjusting the temperature?</li> </ul>			

<ul style="list-style-type: none"> <li>• Are the hygiene facilities adequate for home working?</li> </ul>			
<b>IT</b>			
<ul style="list-style-type: none"> <li>• Has the employee had training on use of any special equipment /software / IT access procedures?</li> <li>• Has all IT equipment been checked and recorded?</li> <li>• Has a DSE self-assessment been completed on the homework area and equipment?</li> <li>• 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)</li> </ul>			
<b>Any Other Issues</b>			
<b>Signed:</b>  <b>(Employee)</b>	<b>Date:</b>		
I have reviewed the findings of this assessment and discussed any issues arising with the individual			
<b>Signed:</b>  <b>(Manager)</b>	<b>Date:</b>		
Assessment Review Date:			