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OCCASIONAL HOME / MOBILE WORKING GUIDELINES

Introduction and Aim

Cardiff and Vale University Health Board (the UHB) is committed to offering work flexibilities to support work life balance and the delivery of high quality services.

Homeworking on an occasional basis is a recognised flexible working practice which, in appropriate circumstances, can help staff balance their work and personal lives, achieve business objectives and have a positive impact on the environment. Occasional homeworking involves using the staff member’s home as a base for work, on an occasional basis, instead of the staff member coming into their usual workplace.

There may also be times when it is beneficial for members of staff to work from another UHB site/base remotely.

Objectives

- To provide a clear and manageable process for occasional homeworking
- To clarify the responsibilities of the manager and occasional homeworker
- To set out the factors which should be considered when deciding if occasional homeworking is appropriate
- To ensure occasional homeworkers work safely and securely with preventative measures for hazards or risks.

Scope

These guidelines apply to all staff. However, there is no automatic right to work at home / remotely and agreement with the line manager must be reached beforehand. Each individual request for occasional homeworking will be considered on its merits.

Requests from junior doctors for occasional home working will be treated in line with all other flexible working requests and will be managed by the Deanery.

Equality and Health Impact Assessment

These Guidelines are covered by the Adaptable Workforce Policy EHIA – this found there to be a positive impact

Documents to read alongside these Guidelines

- [Adaptable Workforce Policy](#)
- [Flexible Working Procedure](#)
- [Managing Attendance at Work Policy](#)
- [Working Times Procedure](#)

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	Capability Policy Disciplinary Policy and Procedure IT Security Policy and Procedure Information Governance Policy Display Screen Equipment and Eye Test Procedure Health and Safety Policy Counter Fraud and Corruption Policy IT Security Off Site Mobile Computing Procedure
Accountable Executive or Clinical Board Director	Executive Director of Workforce and OD
Author(s)	Workforce Governance Manager
<p><u>Disclaimer</u></p> <p>If the review date of this document has passed please make sure the version you are using is the most up to date either by contacting the document author or the Governance Department.</p>	

Summary of reviews/amendments			
Version number	Date review approved	Date published	Summary of Amendments
1	10.07.2019	16.07.2019	New Guidelines developed to support the Adaptable Workforce Policy and Flexible Working Procedure

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1	DEFINITION
	<p>Occasional Homeworking - is where a staff member spends the majority of their time in the workplace but from time to time agrees with their line manager to work from home. (n.b. permanent contractual Home Working is not available)</p> <p>Mobile Working (sometimes known as Remote Working or Agile Working) – this is work undertaken away from the main office base, which is enabled through the use of mobile devices/information and communication technologies, so that the member of staff may alternate between their main contractual base and other suitably equipped locations e.g. other UHB sites/offices</p>
2	RESPONSIBILITIES
	<p>Line managers are responsible for:</p> <ul style="list-style-type: none"> • Ensuring this policy is disseminated effectively to their teams and that teams understand and are aware of the processes for requesting and preparing for home / mobile working • Considering requests for occasional homeworking or mobile working in line with service needs and team working arrangements as well as the member of staff's individual needs. • Being flexible in their approach to homeworking requests and opportunities, ensuring each decision to allow homeworking is based on a sound business case • Declining requests where there are specific service related grounds (e.g. job roles/tasks are deemed unsuitable or would impact negatively on performance, value or customer service). These reasons should be explained in writing to the individual. • Ensuring that the work output of staff designated as occasional home/mobile workers is managed and deadlines are met • Ensuring that staff requesting to work at home have completed Display Screen Equipment (DSE) assessment and have confirmed that they will ensure all work will be undertaken safely and securely; • Reinforcing the staff member's responsibility for confidentiality and securing of data in line with UHB IT and Information Governance policies. <p>Occasional Homeworkers are responsible for:</p> <ul style="list-style-type: none"> • Individual members of staff have a responsibility under the Health and Safety

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	<p>legislation for ensuring that their work is undertaken safely and securely, however, in order to support this they can request a risk assessment is undertaken through their line manager</p> <ul style="list-style-type: none"> • Understanding and adhering to these Guidelines, in particular their own responsibilities regarding health and safety, information governance and data security/confidentiality • Agreeing home / mobile working arrangements with their line manager • Being available and contactable during the agreed working hours • Carrying out the required DSE assessments • Complying with all UHB policies and procedures in the same way that they would be expected to if they were in their usual place of work • Taking good care of any UHB supplied equipment for home / mobile working and reporting any damaged, lost or stolen equipment or data without delay. • Adhering to the Working Times Regulations with respect to weekly working hours and rest breaks.
3	PRINCIPLES AND CONSIDERATIONS
3.1	<p>There is no entitlement to occasional home / mobile working – this is an informal and voluntary arrangement which can be brought to an end by either party if it is deemed to not be successful or if circumstances change. If a member of staff wishes to formalise the arrangement or work from home / on a mobile basis regularly they should do so by making request for flexible working in line with the Flexible Working Procedure.</p>
3.2	<p>Members of staff who wish to occasionally work from home / remotely must discuss and agree this in advance with their line manager. These discussions should include the reason for the request and the principles described below. If agreement is reached the member of staff and manager should jointly complete the Occasional Home / Mobile working Checklist (Appendix 1) and a copy should be retained on the individual's personal file.</p> <p>The manager may wish to agree specific objectives and feedback arrangements with the individual as part of this process.</p>
3.3	<p>Factors that managers should consider as part of the approval process include:</p> <ul style="list-style-type: none"> • The suitability of the job / task and service specific needs • The performance level of the individual member of staff, including the

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	<p>confidence in them to work away from their usual base and without regular supervision. Staff members who are subject to formal or informal conduct or capability proceedings will not normally be eligible for homeworking arrangements, particularly where they require close supervision and coaching by their manager to make the necessary improvements. However, it is recognised that there may be occasions where homeworking can help individuals improve their performance</p> <ul style="list-style-type: none"> • The suitability of the worker's home for homeworking, eg agreed method of communication, access to colleagues, information, and technology • The impact on, and inter-relationship with, other members of the team • Whether or home / mobile working is a reasonable adjustment for staff with a medical condition
3.4	<p>Occasional homeworking is not a substitute for childcare or care of other dependents. Occasional homeworkers with dependents must ensure that they are able to fulfil the requirements of their post whilst working from home by making adequate provision for the care of their dependents during working hours.</p> <p>However, the Line Manager may agree that the member of staff can have reasonable 'time out' during core working hours in order to help with work-life balance arrangements (e.g. taking children to school or after school club, or to attend appointments).</p>
3.5	<p>Taking work home or to another base where it involves personal or sensitive information must only be done with the line manager's approval and where appropriate safeguards for the information have been applied.</p>
3.6	<p>The usual provisions relating to reporting sickness absence and other reasons for not being able to report to work will apply in accordance with the appropriate UHB policies.</p>
3.7	<p>The UHB does not undertake to supply any equipment as a result of an agreement for occasional homeworking. However it may, at its discretion, supply equipment such as a portable laptop or remote connection facilities to work securely from an individual's own PC. This will involve accessing UHB servers securely using the authentication tools provided by the UHB. Any equipment provided will remain the property of the UHB which must be returned when it is no longer required for work purposes and/or when the staff member leaves or changes roles</p>
3.8	<p>An occasional homeworker needs a home working environment which offers:</p>

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	<ul style="list-style-type: none"> • suitable “work” space which meets health and safety requirements • adequate equipment including computer, broadband connection, telephone line, etc • freedom from interruptions and distractions • security and confidentiality
3.9	<p>Line Managers have a primary responsibility for maintaining service effectiveness and quality. A request to work from home / remotely is, therefore, likely to be declined if there are specific service-related grounds such as:</p> <ul style="list-style-type: none"> • burden of additional costs • detrimental effect on customer service • inability to reorganise work among existing staff • detrimental impact on quality • detrimental impact on performance <p>If the line manager declines the request for home / mobile working, after considering the factors described above, they must provide the reasons, verbally and in writing.</p> <p>Any member of staff who feels that their request has been unreasonably refused should discuss their concerns with their Line Manager as there may be the possibility that an alternative work option, not previously discussed, could be considered. If they still believe that their request has been unreasonably refused after this discussion they can raise the matter with their Line Manager’s Manager, however, there is no formal avenue to appeal the decision as there is no automatic right to home/mobile working. This arrangement is for ad hoc or occasional home / mobile working only and any formal requests should be made through the Flexible Working Procedure .</p>
4	HEALTH, SAFETY AND SECURITY
4.1	<p>The Health and Safety at Work Act 1974 requires all employers to ensure as far as is ‘reasonably practicable’, the health, safety and welfare at work of employees. This duty is extended to employees working at home. This also places an obligation on staff working from home or remotely to ensure they take reasonable care not to expose themselves or others to risks to their health and safety.</p> <p>Before commencing occasional homeworking, the member of staff must complete a work station assessment of the proposed home-working area and equipment using the UHB Display Screen Equipment Risk Assessment. The option of requesting a home based risk assessment through the line manager is available to staff who have concerns (see section 2)</p>
4.2	<p>The equipment used by home / mobile workers (whether owned by the UHB or provided by the homeworker) must be safe to use, fit for purpose and not give rise to any health and safety risks. The equipment should be maintained in efficient working order and in good repair.</p>

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	<p>The UHB will be responsible for maintaining UHB equipment. Any concerns regarding UHB equipment must be immediately raised with the line manager.</p> <p>Equipment provided by the UHB remains the property of the UHB and must not be used by other members of the household.</p>
4.3	Occasional homeworkers must ensure that all equipment, documentation and data owned by the UHB is kept securely including whilst in transit.
4.4	If an incident occurs whilst working from home, the member of staff must report the incident in line with the UHBs incident reporting procedures (Datix).
4.5	The use of a home PC, personal lap top or other device is not permitted for any work that contains patient or staff identifiers or is of a confidential or sensitive nature unless it is via the UHB's secure remote access facility (Blackberry Work). Otherwise residual information may still be stored on the device which would be accessible by others who have access to the device and will also need to be disposed of in line with the IT Security Policy.
5	INSURANCE
	<p>Occasional home/mobile workers working under these guidelines, with the knowledge and consent of their manager, are covered by the UHB's insurance arrangements for equipment supplied by them and employee liability insurance.</p> <p>It is the responsibility of the occasional homeworker to provide adequate home buildings and contents insurance. The UHB will not accept liability for damage caused to the home or its contents.</p> <p>The home worker must inform their insurers, mortgage lender and local authority if they are working from home on a regular basis.</p>

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Appendix 1 - OCCASIONAL HOME/MOBILE WORKING REQUEST FORM

Part 1 – to be completed by the applicant

This checklist should be completed by a member of staff who wishes to from home/mobile on an occasional basis (n.b. applications to work from home/remotely on a regular basis should be made in line with the Flexible Working Procedure)

Personal Details			
Name		Job Title	
Department		Line Manager	
Work address			
Home address			
Home / mobile con details			
Home / Mobile Working request and arrangements			
What are you requesting?			
Reason for request:			
Declaration: <ul style="list-style-type: none"> • I have read, understood and will adhere to the Occasional Home/Mobile Working Guidelines • I understand that this is an informal, voluntary arrangement which can be brought to an end at any time and that if I want to work from home on a regular basis or if I want the arrangements to be agreed formally I must make an application in line with the Flexible Working Procedure. • I confirm that I have completed the necessary DSE assessment and my work will be undertaken safely and securely; • I understand that I must discuss with my Line Manager any potential issues that may affect my work e.g. health and safety issues, caring responsibilities/non-contact time 			
Signature		Date	

Part 2 – to be completed by the Line Manager

Please complete either Section A or B

Section A

I have considered your request and taking into account the factors outlined in the Occasional Home/Mobile Working Guidelines, I am able to **AGREE** with your request. The following details / conditions will apply (complete as appropriate) :

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- Agreed work objective/outputs and feedback arrangements:
- Other (e.g. health and safety issues, caring responsibilities/non-contact time)

Section B

I have considered your request and taking into account the factors outlined in the Occasional Home/Mobile Working Guidelines, I am **UNABLE TO AGREE** with your request for the following reason(s):

Signature		Date	
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