



# **Flexible and New Ways of Working policy**

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## **Introduction**

### **1.1 Purpose**

- 1.1.1 This policy document explains the Authority's approach to both flexible and New Ways of Working.

### **1.2 Scope**

- 1.2.1 This policy includes the legal rights that are afforded to parents of children under the age of six (or eighteen in relation to a child or young person with a disability) to request part-time or flexible working. The Authority has extended the right to apply for flexible working to all employees, irrespective of parental responsibilities.

### **1.3 Limitation on the right to apply for flexible working**

- 1.3.1 Only **one** application a year can be made in relation to flexible working. In exceptional circumstances, one further application may be considered where it can be demonstrated that a significant change in personal circumstances has taken place.

## 2. Definitions

### 2.1 What is flexible working?

2.1.1 Flexible working includes a variety of different ways of arranging working hours, including:

- Compressed working week(s)
- Flexible hours
- Flexitime
- Job sharing
- Part-time working
- Staggered hours
- Term-time working.

### 2.2 What are New Ways of Working?

2.2.1 New Ways of Working encompasses a range of working practices in which information technology (IT) and shared facilities enable staff to work all or part of the time away from Authority premises.

2.2.2 New Ways of Working recognises that services can be adapted to allow services to be delivered away from traditional office bases, via mobile workers working from home on a permanent or semi-permanent basis or undertaking some of their duties and responsibilities on an occasional basis from home.

2.2.3 Examples of New Ways of Working include;

- **Remote or Mobile working** - where employees spend a majority of their time working away from the office. The majority of work is undertaken in schools or community groups etc. The home could be used as a base rather than the office.
- **Entirely home-based working** - where employees undertake jobs involving routine clerical work, data inputting, or similar duties. The nature of the work means that all tasks can be efficiently undertaken at home rather than in an office. The employee would have a terminal at home linked to the Authority computer network. All work is carried out at home.
- **Partially home-based working** - where the job allows the employee to spend part of the time working at home and part of the time in the office. The employee would work, for example, two days a week at home and three at the office.

2.2.4 New Ways of Working encompasses using Information and Communication Technology (ICT) equipment, such as laptops, mobile telephones, Personal Digital Assistants (PDAs) etc. in order to facilitate the delivery of service. All such equipment shall be supplied or authorised for use by the Authority.

### **3. The benefits and drawbacks**

#### **3.1 The benefits of flexible and New Ways of Working**

##### **3.1.1 Benefits for employee**

- Reduction in unnecessary travel and ability to travel outside peak periods – saving money and time and reducing stress
- Greater flexibility, to better enable individuals to blend and balance home and work demands
- Ability to work without interruption thereby improving productivity (although staff must take a break in any working day longer than six hours for their own safety and wellbeing)
- Opportunity to demonstrate high level of responsibility and ability to work without constant supervision
- Ability to organise the working environment to suit personal circumstances

##### **3.1.2 Benefits to the Authority**

- More motivated employees - lower stress, more attractive working conditions, better morale, employee loyalty and reduced costs due to sickness and absence
- Improved staff retention and reduction in costs associated with recruitment and training of new staff
- Improved equal opportunities and family friendly policies - socially excluded groups who of necessity have to prioritise home life (e.g. because of caring responsibilities) are better able to gain access to employment opportunities
- Able to attract candidates with required skills and competencies from distant locations without the need for them to relocate

##### **3.1.3 Other benefits**

- Environmental e.g. reduced use of cars and time spent in traffic congestion when employees work from home

#### **3.2 Potential drawbacks of flexible and New Ways of Working**

##### **3.2.1 Drawbacks for employee:**

- Remote working can be lonely - systems need to be in place to make sure the employee is included in their team's work and social set up as well as made to feel part of the organisation (e.g. team building events, buddy system)
- If working at home there may be competing demands for working space from partners or from those studying at home. If dependents are

being cared for in the home the employee should ensure that they are being cared for away from the work area in order to avoid interrupting work or upsetting the dependent by a visible lack of attention

- In practice achieving a good balance between home and work life can be difficult. Not 'going to work' can lead to feeling as though you haven't 'come home from work'. Many people find that they need to create a clear division between working and not working and that this can blur when working at home
- If working at home the employee may encounter resentment from partners and/or dependents

### **3.2.2 Drawbacks for the Authority:**

- Technical problems e.g. managing remote access applications
- Maintenance of quality control
- Different challenges in terms of tracking progress and communicating with employees working away from the office or working flexible hours
- Adapting work processes for flexible working
- Danger of permanently office-based staff gradually taking on more responsibility by virtue of being around more
- Employees have a lack of feeling part of a team as the team is never together

## 4. Overarching principles

4.1 The following overarching principles must be fully integrated into any assessment of suitability and any decisions about changing approaches to delivering service:

- The needs of the service come first
- Recognition of those options which are the contractual entitlement of some or all employees (such as job sharing) and those which are available at the discretion of the Authority
- Equity in relation to flexible or New Ways of Working means equal access to employees to have their applications dealt with fairly
- Flexible or New Ways of Working is not about a “one size fits all” approach – applications need to be considered in the context of the service requirements and the specific duties and responsibilities of the post occupied by the applicant.

4.2 In summary, when considering applications for flexible and/or New Ways of Working managers must:

- Use the Authority’s recognised procedure for all flexible/New Ways of Working applications, and subsequent refusals or agreements.
- Fairly consider all requests for Flexible and New Ways of Working on the basis of sound business decisions, and with due regard to the overall impact on service delivery, taking into account both the contractual entitlements of individual employees and the duty to consider appropriate reasonable adjustments for staff with disabilities.
- Ensure that compliance with Health and Safety requirements is ensured and maintained.
- Ensure that manual and electronic records are kept secure and the provisions of the Data Protection Act and related legislation are complied with and that confidentiality is maintained to a high degree.
- Be aware that managing a flexible workforce can be more challenging than supervising a “9 to 5” regime. Management styles may require review and the impact on other particular practices, such as performance management must be considered and appropriate steps taken. These challenges are not a reason to refuse flexible or New Ways of Working.

4.3 Managers must not:

- Refuse requests from employees to pursue one of the approaches or patterns of work without due consideration of its feasibility. This should include meeting with the employee to discuss further how the proposal may work to the benefit of the service.

- Agree any working pattern that breaches the Working Time Regulations.
- Contravene the contractual entitlements of any employee.
- Introduce additional variations to the approaches to work/working practices set out here without appropriate consultation with the Authority's HR advisors (currently Wandsworth's HR section) and the final approval of the General Manager.



## **5. Flexible working options**

### **5.1 Compressed working week(s)**

5.1.1 Compressed working weeks are where working time is reorganised so that the same weekly basic hours are worked, for example, for four days in a week. The effect of compressed weeks is to accommodate the diverse needs of staff to create more time for external activities, personal or career development and personal commitments, while facilitating the provision of extended service hours.

### **5.2 Flexible hours/Flexitime**

5.2.1 Flexible working hours/Flexitime schemes permit employees to have some flexibility over their start and finish times, within a core of given hours and also permits staff to work additional hours and take these as flexi leave after they have been accrued and agreed.

5.2.2 Standard Start/Finish Hours for flexible working hours or a specific Flexitime scheme vary between employers, although 08.00 to 18.00 hours is common practice. The possible Start/Finish Hours are to be determined by the General Manager.

5.2.3 Core times, i.e. that is times when employees have to be present in the workplace, also vary, but again it is not unusual for core times to be set at 10.00 to 16.00 hours. Core times are to be determined by the Line Manager with the approval of the General Manager.

5.2.4 Flexitime (where in place) includes the ability for staff to carry forward a surplus (credit) or deficit (debit) of hours from one accounting period to the next. There will be a limit of 14 hours credit and 7 hours debit.

### **5.3 Part-Time working**

5.3.1 Although there are a number of definitions for part-time working, including statutory ones, in effect, any employee who works less than the standard working week, which for the Authority is usually thirty-five hours, works on a part-time basis.

### **5.4 Staggered hours**

5.4.1 Staggered hours working allows for flexible start and finish times for work. An employee must work fixed hours every day in terms of start time, finish time and break times. It is not intended to reduce the number of working hours from normal full-time hours and the implementation of it means that staff working under it do not accrue "extra" hours. Contracted hours and employee benefits remain unchanged.

## **5.5 Term Time Working**

- 5.5.1 Term time working is a way of working where employees work during the school terms, i.e., they have all school holidays away from work, taking their annual leave entitlement during these periods.
- 5.5.2 Employees who work term time only will have their annual leave entitlement taken into account when calculating their salary. As with those employees who already work a contractual term time only pattern, they will then have their total level of remuneration proportioned to the number of days they are required to work over the year, allowing them to continue to receive a monthly salary that is equal all year round.

## **6 Time Off In Lieu**

- 6.1 It should be noted that time off in lieu (TOIL) is not a flexible working arrangement and should only be accrued in exceptional circumstances, where required for service delivery. In all instances line managers must agree with individual employees where TOIL is accrued and when this time may be taken back.
- 6.2 Accrued TOIL should normally be taken within three months of being earned.

## **7. Temporary Change to Working Hours**

- 7.1 It should also be noted that the Deputy General Manager may agree for an employee to have a temporary change to working hours to accommodate a change in home circumstance i.e. to assist with the care of a poorly relative.
- 7.2 This arrangement will be considered outside the main scope of this documentation.

## **8. New Ways of Working**

### **8.1 Occasional or ad-hoc homeworking**

8.1.1 Occasional or ad-hoc homeworking, when, for instance, an employee works from home for a day or part of a day in order to finish a report, or on a short term temporary basis for some other reason etc., is outside of the main scope of this documentation.

8.1.2 The Authority will not provide any general or information technology specific equipment in the home for the purposes of occasional homeworking. This does not exclude, however, the loan of shared equipment such as laptops etc. where these are available.

### **8.2 Considerations for partial or entire homeworking**

8.2.1 There will be many health and safety, finance, security, insurance, performance management and learning and development considerations for any partial or entire homeworking arrangements. These considerations are fully detailed in Appendix A. An employee should use the Application Form, attached as Appendix B, to apply for Homeworking arrangements.

8.2.2 The General Manager will consider all applications in his absolute discretion and will need to be satisfied that ALL the considerations identified in Appendix A have been properly taken into account. An application by the General Manager would be considered by the Clerk.

## **9. Cessation of Flexible Working or New Ways of Working**

9.1 New Ways of Working opportunities are voluntary. Either party can end the flexible working arrangement. The General Manager may decide that flexible working is no longer appropriate, or the employee's circumstances may have changed. This section sets out arrangements to ensure:

- a smooth transition from flexible working to standard office based working,
- that equipment, furniture and records are recovered,
- that no unnecessary costs are incurred (e.g. connections, service agreements and licences are ended or transferred in a timely fashion).

9.2 The period of notice required to terminate the flexible working agreement is twenty-eight days on either side. Flexible working arrangements can be ended by either party and alternative working arrangements agreed. There must be valid operational reasons, by employee or manager, as to why the

arrangement needs to be terminated, e.g. misconduct, performance or effect on service provision.

- 9.3 In certain circumstances such as in operational emergencies, e.g. lack of cover to meet service requirements, the arrangement may be suspended with immediate effect.

## Considerations for Homeworking Arrangements

### 1. Health and safety

The Health and Safety at Work Act 1974 (HSWA) places duties on both employers and employees.

#### 1.1 Employers responsibilities:

- Employers have a duty to protect the health, safety and welfare of their employees, this includes mobile workers and staff working from home. Wherever the employee is working, their manager has to agree safe working arrangements and provide any necessary information, instruction, training and equipment. The manager is also required to actively seek confirmation of safe working practice by communicating regularly and effectively about health and safety issues.
- Employers also have a duty to consult with trade union safety representatives concerning a range of matters, including the implementation of flexible working arrangements and New Ways of Working.
- The Authority commits itself to continue to approach health and safety issues jointly with recognised trades unions.

#### 1.2 Employees responsibilities:

- Employees also have a legal responsibility to take reasonable care of themselves and others affected by their acts or omissions; to report all faults which may be a hazard to their own or others' health or safety; and to co-operate with their employer to enable compliance with health and safety regulations. This applies wherever the employee is working: in Authority offices, their home or any other location. The employee is also required to co-operate with any measures which are introduced to establish a safe system of work and to follow advice from their line manager.

#### 1.3 Risk assessments

- 1.3.1 In order to comply with the Health and Safety at Work etc Act 1974, the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 and other relevant legislation, a risk assessment of the flexible working arrangements must be undertaken prior to commencement of the arrangements. The Authority confirms that such risk assessments will only be undertaken by competent persons.

Where the flexible working agreement allows for an employee to work at home a risk assessment must be completed for the designated work area and both the manager and the employee must be satisfied that health and safety requirements will be adhered to.

- 1.3.2 Risk assessments will be, where appropriate, undertaken by the affected employee, using a self-assessment model, following appropriate learning and development activity being applied in order to comply with the requirement that only competent persons carry out risk assessment activity. In order that managers are enabled to maintain an appropriate overview, they will also be subject to appropriate learning and development activity.
- 1.3.3 It may also be necessary for the Manager or other representatives of the Authority or recognised trade union Health and Safety Representatives to visit the employee's home to carry out a health and safety risk assessment on the designated work space and employees should be aware that they are required to allow access to their premises for this reason. Any designated person having to undertake such visits will give reasonable notice.
- 1.3.4 A copy of any risk assessments should be kept by both the manager and the employee and the originals should be retained in the employee's personal file. Subsequently, the employee must check their working arrangements from a health and safety perspective every six months. If there are any changes to the flexible working arrangements or to the designated work area in the home, a new risk assessment must be completed. Managers should ensure that they are satisfied with the work undertaken on risk assessment generally and specifically ensure that any presenting issues are appropriately addressed.

## **2. Other health and safety considerations**

### **2.1 Employees working outside office hours**

- 2.1.1 Employees working flexible hours at the Authority's premises will benefit from the same attention to health and safety as mainstream office staff. However, they may suffer from an absence of the usual support mechanisms (e.g. IT support and first-aiders). Procedures need to be specified to deal with emergency situations, means of escape and equipment failure as the usual support staff may not be on the premises.

2.1.2 Procedures should be in place for occasions when personnel fail to respond to communications, do not contact their main office as expected, exceed their estimated time of return or fail to return to their base or home.

## **2.2 Health and Safety Regulations**

2.2.1 Employers are responsible for ensuring compliance with Health and Safety at Work regulations, even where employees work away from the office. However, there are limits to the extent to which this is possible because of the limited control employers can exert e.g. over home offices. Co-operation by employees is therefore essential and a legal requirement.

## **2.3 Provision of furniture and equipment**

2.3.1 Provision of furniture and equipment for use in the employee's home will comply with Health and Safety requirements (e.g. desk, chair, footrest).

## **2.4 Electrical equipment**

2.4.1 If an employee uses Authority equipment their domestic electrical installation will need to be checked to ensure that the power supply is safe. This is a sensible precaution for all homes, particularly if your home has not been electrically checked in the last 10 years. The cost of this will be borne by the employee.

2.4.2 Testing of portable electrical equipment (PAT testing) will be carried out prior to provision of equipment.

2.4.3 Employees must not use untested items, e.g. extension leads or surge protectors.

2.4.4 The Authority has responsibility for maintaining records of Authority portable electrical equipment used by staff and dates for PAT testing. Arrangements should be made with staff to bring equipment due for testing into the office on agreed scheduled dates and, where possible, in line with the testing schedule in the employee's Authority workplace.

### **3. Accident and injuries**

- 3.1 Accident reporting and insurance cover for flexible workers will be in line with existing arrangements, subject to full compliance with procedures by the employee undertaking flexible working – if an accident is recognised as ‘arising out of or in connection with work activities’ it is a work accident, even if it takes place outside of Authority premises. The employee must follow the same procedure as if they were in the normal working environment i.e. the Authority must be informed as soon as possible after an accident has occurred, appropriate medical help should be sought, and actions recorded via the Authority’s normal accident procedures. Similarly, the employee must report any health problems, or illnesses which may be attributable to, or aggravated by, their working conditions in line with Authority procedures.
- 3.2 Reporting of accidents and injuries at work is covered by the Reporting Of Injuries, Diseases And Dangerous Occurrences Regulations 1995 (RIDDOR 95). These Regulations place a duty on the employer to report and keep a record of certain work-related accidents, injuries, diseases and dangerous occurrences. Employers have a duty to ensure that they find out about accidents, injuries, diseases or dangerous occurrences arising from work-related activities, but this is reliant on information being provided by employees to their managers on a timely basis.

### **4. Finance and reimbursement**

- 4.1 Managers and employees should also be aware that:
- any computer and other relevant equipment that needs to be provided for workers who work permanently from home will be purchased by the Authority.
  - for employees who are permanent home workers (spending at least 80% of their working week working from home) the Authority will reimburse the cost of any additional broadband subscription costs (in addition to the needs of the household) i.e. needed as a result of working from home. This will be up to a value of £15 per month, this figure to be reviewed and adjusted up or down annually on 1 April by the Authority’s Deputy Treasurer.
  - Travel over and above home to office and return journeys will be reimbursed in the normal manner.
  - costs of business calls only on land lines, and, if it is the only way of communicating, on employees own mobile telephones will be reimbursed, if itemised proof of expense is provided.



- stationery should be ordered in the normal way and provided in appropriate circumstances for those undertaking work at home. No reimbursement will be made for any stationery ordered outside of these arrangements.
- no contribution will be made to the employee in respect of heating, lighting and electricity given the voluntary nature of flexible and New Ways of Working applications.

## 4.2 Potential Tax Liabilities

- a) Any computing and telecommunications equipment and reimbursement for broadband use and installation provided by the Authority is intended solely for business use. It is essential that tax issues are considered for each working arrangement.
- b) **IT equipment:** Under HM Revenues and Customs' current rules, where an employer such as the Authority makes an asset available for private use by their employee, a taxable benefit in kind arises. All IT equipment provided by the Authority for homeworking are for business use only. Where private use occurs, a taxable benefit will arise on the value of the private use. The value of this benefit is usually based on 20% of the value of the asset when it is first provided to the employee. As an example, if a laptop is provided new, tax/NIC liability, will be calculated (each year) on 20% of cost of the equipment as new.

Managers issuing IT equipment to their employees have a responsibility to ensure that effective arrangements are in place to record and monitor private use, where this occurs

- c) **Reimbursement of Household Expenses:** For HMRC's tax purposes, payments or reimbursements of household expenses by an employer may qualify for tax-free treatment only where the working from home arrangement is due to the nature of the job and not choice. The nature of the job must be such that the employee is necessarily required to work from home (i.e. must be part of the duties of the office or employment). So, for instance, if the nature of the job is such that the employee would normally work from the office but a Manager agrees local arrangement with an employee to work from home, any payments or reimbursement will be subject to tax and NIC deduction.

As the Authority's New Ways of Working initiative is largely a voluntary scheme (employees opt to work from home at

manager's discretion), HMRC would, under exiting guidance, take the view that working from home is by choice rather than being driven by a requirement of the nature of the job. **In these circumstances, all payments and reimbursements {Including that under para 4.1 above} must be treated as taxable and liable and must be paid through Payroll to enable appropriate deductions to be made.**

#### **4.3 Potential Business Rates Liability**

- In some rare cases, if a room in the house is used for business purposes it could attract business rates; but rating authorities have generally been guided by the principle that if the room is available for domestic purposes when not being used for work, no charge need apply. This means that for the vast majority of home workers, business rates should not be an issue. Employees encountering any problems should inform their Manager.

#### **4.4 Potential Capital Gains Tax Implications**

- An employee's capital gains tax liability may be affected if they sell, or otherwise dispose of their home, if part of the home has at some time been used exclusively for employment purposes, although the point made in the preceding paragraph is also likely to be relevant here.

### **5. Insurance issues**

- The Authority will provide insurance cover for employees and for the equipment it has supplied to an employee for their flexible working arrangement. The employee must make all reasonable efforts to ensure the Authority's equipment is secure and safe. The Authority will cover equipment and personal insurance while in the home and in transit, while undertaking Authority business.
- The Authority could potentially be liable for loss, damage or injury caused by equipment that it has installed in the home, irrespective of who has suffered the loss.

#### **5.1 Loss**

- If an employee or third party suffers any loss or damage to personal property or claim for death or injury resulting from the presence of Authority equipment within the employee's home the employee should in the first instance report this matter to their household insurer.

- In the event of a claim from the household insurer against the Authority this will be dealt with under the Authority's public liability insurance policy.
- The Authority will not be liable for any loss, injury, or damage, which is not directly connected with the equipment that it has installed.

## **5.2 Accidents at home**

- In the event of an accident happening while at home or while travelling to or from home on Authority business, employees will be covered by the Authority's Personal accident Insurance Scheme as if they were at work, provided that the incident occurred, in the Authority's view, while they were undertaking work on behalf of the Authority.
- In the event of accident or injury at home, it may be difficult to prove negligence on the part of the Authority because an officer working at home would be primarily responsible for their own working environment. Accidents must be reported immediately.

## **5.3 Theft of / Damage to Authority equipment**

- As well as informing your manager at the earliest opportunity, all incidents of theft of Authority equipment must be reported to the Police and a Crime Reference Number obtained.
- Where Authority equipment is damaged, this must be reported to your manager as soon as practicably possible.
- The manager will be responsible for providing all necessary information about theft and damage of property to the Authority's General Manager.

## **5.4 Notifying mortgage company/landlord**

- Although covered by the Authority's Employer's Liability Policy employees working at or from home are advised to ensure their home contents policy has public liability cover for at least £1 million (standard clause in most home insurance policies). Employees should provide their manager with evidence of this cover. If no such cover exists, the employee must notify their manager who should seek advice.

- If an insurance company/mortgage provider tries to increase premiums or mortgage payments because of the impact of homeworking the employee should firstly reject the company's proposal. If this is still not satisfactory the local manager will support the employee either through letters to the company or, exceptionally, discussing the potential for financing the increase. In these circumstances, the employee and their manager are advised to bring this matter to the attention of the General Manager.

## **6. Unauthorised use of Authority equipment**

- 6.1 Employees must take all reasonable steps to prevent unauthorised use of Authority equipment and all visitors to the home must be supervised for this purpose.

## **7. Homeworking and caring responsibilities**

- 7.1 Homeworking is not meant to be used as an alternative childcare or other care arrangement. If you are intending to work from home you will need to ensure that you make proper care arrangements.
- 7.2 If you have young children or other people at home, you will need to consider their safety as well as your own. If they are present during your working hours they must be cared for by a responsible person.

## **8. Working Time regulations**

- 8.1 The Working Time Regulations are a health and safety at work measure and include basic entitlements and limitations concerning how time spent at work is organised. These Regulations apply to all workers who have a contract with the Authority, including those with flexible working agreements. The main points of the regulations for the purpose of this policy are that an employee may work a maximum of 48 hours work per week averaged over 17 weeks.

Employees are entitled to:

- a break of at least 20 minutes where the working day is 6 hours or more
- an 11 hour break in each 24 hour period
- a 24-hour break in each 7-day period or a 48-hour break in each 14-day period.

- 8.2 The Working Time Regulations above are legal requirements designed to protect the employee. However, employees need to advise their manager if work time is likely to significantly extend beyond the period agreed in their flexible working agreement, even if the working hours do not breach Working Time Regulations.

## **9. Performance Management**

- 9.1 Given that flexible and New Ways of Working will provide challenges in respect of performance management, managerial approaches will need to be adjusted to suit the circumstances brought about by the diverse ways in which service may be provided.

## **10. Learning and Development**

- 10.1 Learning and development needs should be agreed between the manager and staff member prior to any homeworking arrangements commence.
- 10.2 Employees working at home must have the same access to training and development as their team colleagues.
- 10.3 Managers should receive training on managing homeworking staff prior to the start of homeworking arrangements.
- 10.4 New Ways of Working will demand high levels of personal organisation and management skills. If an employee or manager has particular issues in relation to managing service or staff within the context of New Ways of Working, such issues need to be discussed in the normal way as part of the performance management and/or appraisal process, via discussions with line managers

## **11. Security**

### **11.1 General security**

- Failure to comply with the requirements set down for security is a breach of employee's obligations and may be dealt with, at an appropriate level, by use of relevant Authority procedures.
- Authority equipment used outside of the Authority's Administration Office will be detailed on an inventory and will be tagged appropriately.

A copy of this inventory will be signed by both the manager and employee and will form part of the flexible working agreement.

- An employee who removes tagging devices will face disciplinary investigation and, if the case is considered proven, appropriate action.
- If an employee fails to inform the Authority of material changes to the security of their home they may face investigation under the Authority's Disciplinary Procedure, and, if the case is considered proven, appropriate action.
- An assessment is required to consider security measures for the purposes of the protection of computer and other equipment, electronic data and manual data held and used in the home office. This will occur as part of the initial Health and Safety self assessment and will continue to take place on a six monthly basis.

## **11.2 IT and data security**

- Authority IT security procedures and standard build must be used at all times except where Authority approved facilities are made available for browser-based access to calendar, contacts, e-mail and tasks or other Authority systems from any Internet-enabled computer.
- Only computer equipment purchased or approved by the Authority and configured via the Authority's IT consultant can be connected to an Authority network.
- The Authority is responsible for ensuring that all data connections into the Authority's computer network are secure from hacking and from virus attack.
- Mobile employees and those employees working at home must comply with the Data Protection legislation and be compliant with the Authority's data protection policy and procedures as they would if they were working in an Authority office. In order to ensure that the Authority's confidential data is secure and safe while travelling, working off-site or working at home employees must ensure that:
  - all confidential electronic data is protected by a password
  - all confidential paper data is secured in a locked cabinet or case, when not in use

- confidential waste should be returned to the office for shredding or Confidential Waste service unless a shredder has been provided.
- Employees and Managers must ensure that information and equipment are kept securely in the home. Private and confidential information must be kept securely at all times. Line managers must ensure that all reasonable precautions are taken to maintain confidentiality of material in accordance with Authority policy including, where necessary, the provision of secure storage facilities.
- Homeworkers and Mobile Workers must follow procedures for the back up of data, as instructed by their line manager.

### **11.3 Personal security**

- The home address of the employee must remain confidential and any post should be addressed to the usual Authority address and then re-directed.
- Home workers **must not** hold physical meetings at their home, but book meeting space at Authority premises.
- Where meetings are organised involving staff or external bodies on a remote basis the Authority's preferred software should be used.
- The physical security of remote workers and employees working outside of "core hours" should be considered in detail by the staff member and manager. This issue that must be considered as part of the initial and ongoing application process as part of flexible and New Ways of Working.
- Managers must put in place arrangements for occasions when personnel fail to respond to communications, do not contact the WRWA Admin. Office as expected, exceed their estimated time of return or fail to return to their home i.e. contact details of a family member must be provided before commencement of any home working arrangement.

### **11.4 Security of Authority Equipment**

- Reasonable precautions must be taken when using and when in charge of IT and other Authority equipment and any specific guidance issued must be fully complied with.

- No items should be left unattended generally and specifically in public places.
- Items should not be left in vehicles, although where this is unavoidable, they should be locked in the boot of the vehicle and not visible.
- When left unattended in office environments, laptops should be secured to an appropriate immovable structure – a desk would be acceptable - using a suitable locking device and the key removed from the immediate area.
- While in the home an employee should ensure that they take all reasonable steps to protect Authority equipment by locking doors and windows while not in the home etc.





## Flexible working and New Ways of Working application form

### *Note to the employee*

You can use this form to make an application to work flexibly or work from home on a partial/full time basis.

It will help the General Manager to consider your request if you provide as much information as you can about your desired working pattern. When completing sections 3 and 4, think about what effect your change in working pattern will have both on the work that you do and on your colleagues.

Once you have completed the form, you should immediately forward it to your Line Manager. If the request is granted, this will be a permanent change to your terms and conditions unless otherwise agreed.

### **1. Personal Details**

Name:

Manager:

I would like to apply to make changes to my current working pattern.

### **2a. Your current working pattern (days/hours/times worked/location):**

### **2b. Describe the working pattern you would like to work in future (days/hours/times worked/location):**

### **2c. I would like this working pattern to commence from:**

Date:

**3. Impact of the new working pattern**

I think this change in my working pattern will affect my employer and colleagues as follows:

**4. Accommodating the new working pattern**

I think the effect on my employer and colleagues can be dealt with as follows:

Name:

Date:

Line Manager (Name):

Date Received: