



South Warwickshire
Clinical Commissioning Group

Home and Tele-Working Policy

VERSION CONTROL

Version:	3.0
Ratified by:	Governing Body
Date ratified:	21/03/2018
Name of originator/author:	Head of Information Governance
Name of responsible committee:	Clinical Quality and Governance
Date last issued:	21/03/2019
Review date:	March 2022

VERSION HISTORY

Date	Version	Comment / Update
03/04/2013	1.0	Approved by Governing Body.
21/03/2018	2.0	IT Provider's Policy approved by Governing Body.
05/02/2019	2.1	Reviewed by IT provider and revisions proposed.
21/02/2019	2.2	Reviewed and amended by Corporate Governance Manager and Arden & GEM Commissioning Support Unit's Information Governance Consultant.
27/02/2019	2.3	Reviewed by Clinical Quality and Governance Committee.
20/03/2019	3.0	Approved by Governing Body.

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1. Introduction

- 1.1. The CCG is committed to staff working flexibly when service needs allow. The CCG recognises that there are business benefits when staff are able to balance their work commitments with their domestic circumstances. However, it is not possible to offer home working to all staff as there is a requirement to be present in the work place.
- 1.2. This policy should be read in conjunction with the Flexible Working Policy and Agile Working Policy.
- 1.3. Home working may be considered if a staff member is unable to get to the workplace, for example, due to accident or injury, or as part of a return to work strategy. However, home working should not be used where medical opinion deems a staff member unfit to work.

2. Purpose

- 2.1. This policy outlines the procedures that must be followed should staff wish to work from home on an ad hoc basis, or over a longer period of time. This policy also outlines the procedures that should be followed when staff work away from their normal base (tele-working).

3. Definitions

3.1. Home Working

The CCG defines home working in two ways:

- A staff member working from home on a temporary or occasional basis. Home working may be necessary on an ad-hoc basis in situations where a period of concentration, free from interruptions is required, or in order to complete a specific task or project by a deadline;
- A regular or long term/permanent arrangement. The CCG does not intend that all staff will work from home on a regular, long term or permanent basis but requests will be considered.

3.2. Tele-Working

Tele-working is a form of organising work using information technology so that work can be carried out away from the normal workplace. Work may be carried out at a place that is not the normal base of a member of staff or on external premises, for example, some staff may choose to work when travelling by train on the CCG's business (although with due regard for information governance requirements).

4. Roles and Responsibilities

- 4.1. The CCG's Accountable Officer has ultimate accountability for this policy.
- 4.2. The CCG's Chief Strategy Officer is responsible for Human Resources, including this Policy.

Line Managers

Line Managers should ensure that if staff are working from home, it should be accordance with this policy; ensuring the health and safety of staff and that staff are aware of their obligations in relation to information governance.

Staff

Staff are responsible for ensuring they comply with this policy when working from home or when tele-working; in particular in relation to health and safety requirements and information security.

5. Process

5.1. Ad Hoc/Occasional Working from Home

If a staff member wishes to work at home on an ad hoc or occasional basis this will be dependent on a number of conditions:

- The staff member should ensure that prior approval is gained from his/her manager on each occasion. This can be verbal or via email but for the avoidance of doubt, a written agreement is preferable;
- That he/she has a comfortable area in which to work, where disruption is minimised;
- That he/she ensures that contact details are left with his/her manager and any other relevant colleagues, and that he/she is contactable when required;
- That he/she fulfils his/her contractual working hours whilst working from home;

On receiving a request to work from home managers should carefully consider the following:

- The costs and benefits of the staff member working from home, and a decision taken as to whether there is mutual benefit to be gained;
- Whether there would be adequate cover in the workplace, and the impact on colleagues;
- Whether the job or staff member is suitable for home working. Has the staff member demonstrated self-motivation, discipline and the ability to complete work to deadlines. Home working may not be suitable for everyone as staff need to be able to cope with working on their own with little supervision;

Managers should ensure that staff are aware of their responsibilities outlined in this policy, if the home working is agreed.

5.2. Requests for Regular or Long Term / Permanent Home Working

It is not the intention of the CCG to require staff to work from home. However, if a staff member wishes to request that he/she works from home on a regular, long term or permanent basis, this should be requested through the Flexible Working Policy.

5.3. Equipment

Staff are required to take reasonable care of all CCG equipment that is used for the purposes of working at home. Equipment must be used in accordance with the operating instructions and kept secure.

5.4. Security of Data

Staff have an obligation to store information safely to protect it from loss, destruction or damage whilst working at home, or tele-working. This applies equally to information in paper documents

as well as information stored on electronic equipment. Data should be secure against theft and damage, and the protection of systems from computer fraud and virus attacks.

CCG owned laptops must be used when home or tele-working as these have approved encryption software installed on them. This means that a member of staff may securely home or tele-work, including when accessing patient, staff or commercially sensitive information. The provider of Corporate IT (the provider) has configured the home working equipment so that only approved internet connection methods will be permitted. In addition, all removable media must be encrypted by the provider to ensure secure ways of working.

Staff should ensure that they read the CCG's Information Governance policies to ensure that data is kept secure and in accordance with CCG policy.

It is possible for staff to have remote access to CCG computer systems when working at home or tele-working. This access should be authorised by a Chief Officer, as there are cost and possible security implications. The request should be made using the relevant form obtained from the provider. A remote access token will be issued from by the provider's IT department with full instructions provided.

5.5. Health and Safety

Health and Safety legislation and CCG policy applies to all staff regardless of where the workplace is. Managers should ensure that staff have a safe working environment and staff also have a duty of care to be responsible for their own safety, whether working from their normal base, from home or tele-working.

All staff that work from home or tele-work on an ad hoc or occasional basis should complete the self-assessment in Appendix 1 and ensure that they are familiar with the CCG's Display Screen Equipment (DSE) guidance. A copy of which can be provided by the Corporate Governance Manager on request.. Managers should ensure that a copy of the self- assessment is placed on the staff member's personal file.

Where a staff member has agreement to work from home on a more regular, long term or permanent basis, then the Corporate Governance Manager should be informed so as to arrange a formal assessment.

5.6. Sickness Reporting

Staff that fall sick when scheduled to work from home or when working from home or tele-working should follow the normal reporting procedures as outlined in the Sickness Policy.

5.7. Expenses

Staff should use a CCG mobile phone (if available) when working from home or away from the CCG's premises for business calls. Where a CCG mobile phone is not available, staff should use his/her home telephone (when working from home) for business calls, should a cost be incurred for these calls the employee may claim back the call costs via the normal expenses procedure using an itemised bill.

Broadband costs will not be reimbursed for ad hoc/occasional home working. Dial up costs will only be reimbursed for ad hoc/occasional home working where prior agreement is obtained from a Chief Officer

For ad hoc/occasional home working, the CCG will not normally reimburse staff for the cost of personal printer paper and ink cartridges. Therefore, staff that work from home on an ad hoc/occasional basis should arrange to print any necessary documents in the workplace using the CCG's facilities and supplies. Where this is not possible, staff must make prior arrangements with his/her manager to use CCG supplies at home.

6. Training

- 6.1. There are no training requirements in relation to this policy, however, managers and staff can seek advice from Human Resources as and when required.

7. Equality and Diversity Impact Assessment

- 7.1. In reviewing this policy, the CCG considered, as a minimum, the following questions:

- Are the aims of this policy clear?
- Are responsibilities clearly identified?
- Has the policy been reviewed to ascertain any potential discrimination?
- Are there any specific groups impacted upon?
- Is this impact positive or negative?
- Could any impact constitute unlawful discrimination?
- Are communication proposals adequate?
- Does training need to be given? If so, is this planned?

- 7.2. Adverse impact has been considered for age, disability, gender reassignment, marriage and civil partnership, pregnancy, race, religion or belief, sex, sexual orientation. No adverse impacts have been identified.

8. Monitoring Compliance and Effectiveness of the Policy

- 8.1. The Clinical Quality and Governance Committee will oversee implementation of the policy and will receive quarterly reports detailing incidents logged.
- 8.2. The Clinical Quality and Governance Committee reviews the mitigation of information security risks.
- 8.3. The SIRO will report information security risks, including Cyber Security threats, and breaches to the Governing Body.
- 8.4. Training data is regularly reviewed by the Clinical Quality and Governance.
- 8.5. The policy will be reviewed every three years by the Governing Body. Staff will be notified of any key amendments made.

9. References and Further Reading

- 9.1. Related references and further reading:
- Health and Safety Executive 'Working With VDU's';
 - Business Link Tax 'Considerations of Working at Home';

- Flexible Working Policy;
- Sickness Policy;
- Agile Policy;
- Health and Safety Policy;
- Information Governance Policies;
- The CCG's DSE guidance.

End of Policy

Appendix 1

Home Workplace Risk Assessment

Staff that work from home on an ad hoc or occasional basis should complete the self-assessment below.

The self-assessment should be completed at least annually, when the staff member moves house and if there is a significant change in the health/ability of the staff member.

Name:	Job Title:
Home Address:	
Line Manager:	Base:

Can any of the following be identified as a risk for work carried out at home?	Yes	No
1. Working Environment (temperature/humidity/noise/privacy) Comments:		
2. Ergonomic Factors: (standing, sitting, use of DSE, space) – please refer to 'Working with VDUs' booklet Comments:		
3. Moving and Handling Comments:		
4. Lone Working Comments:		
5. Use of equipment – in particular safety of electrical equipment (always a visual check before using) Comments:		
6. Slipping/tripping hazards (to home worker or others) Comments:		
7. Risks to children or other persons in the building Comments:		

<p>8. Fire Safety – in particular are there smoke detectors and are these checked on a regular basis Comments:</p>		
<p>9. Other Risks (please specify and comment)</p>		

Staff should also ensure that they read the following policies/guidance:

- Health and Safety Guidance on Working With VDU's.
- SWCCG DSE Policy on the use of DSE
- Health and Safety Guidance on Lone Working

A copy of this completed self-assessment should be placed on the staff member's personal file.

SELF-ASSESSMENT CARRIED OUT BY:

DATE:

LINE MANAGER SIGNATURE:

STAFF MEMBER SIGNATURE:

Any further action required? Please list below: