



Lindsey Lodge Hospice and Healthcare

HOME WORKING POLICY

Contents	Section	Page
1	About this policy	3
2	Homeworking arrangements	3/4
3	Coronavirus homeworking situation	4
4	Applying for homeworking	4/5/6/7
5	Working at home : equipment	7/8
6	Working at home : data security and confidentiality	8
7	Working at home : health and safety	9
8	Employee conduct	10
9	Related policies & documents	10
Appendix A	Homeworking Risk Assessment	11/12/13/14

Lindsey Lodge Home Working Policy

1. About this policy

1.1 We support homeworking in appropriate circumstances either:

- (a) occasionally (to respond to specific circumstances or
- (b) to complete particular tasks; or
- (c) at this time with the COVID-19 (Coronavirus) situation to enable staff to work from home in accordance with the Government guidelines and to comply with health and safety obligations (**The Coronavirus Home Working Situation**); and
- (d) in some cases on a regular basis where agreed criteria are met.

In addition, occasional or permanent homeworking can, in certain circumstances, be a means of accommodating a disability and can be requested as a means of flexible working.

1.2 This policy sets out how we will deal with requests for homeworking, and conditions on which homeworking will be allowed. If you are allowed to work from home you must comply with this policy.

1.3 This policy covers all employees, officers, and volunteers.

1.4 This policy does not form part of any employee's contract of employment and we may amend it at any time.

1.5 As an employer we recognise that we have the same health and safety responsibilities for home workers as other for any other workers.

2. Homeworking arrangements

2.1 There are a number of circumstances in which the ability to work from home on an occasional or temporary basis may be of benefit to you:

- (a) when, despite being fit to work, travelling to the office is difficult (for example, due to recovery from an injury such as a broken leg);

- (b) when public transport has been disrupted (for example by the weather or by a strike, that affects your travel arrangements); or
 - (c) when a quiet, uninterrupted work environment will assist in dealing with a backlog of administrative tasks or in writing reports to a deadline; or
 - (d) for the Coronavirus Home Working Situation.
 - (e) To support someone's personal circumstances in respect of unforeseen circumstances (child illness)
- 2.2 In these circumstances working at home can be authorised by your line manager where, in their opinion:
- (a) The nature of the work can be done at home.
 - (b) working at home is cost-effective and there is no increase in work that may be passed to your colleagues as a result
- 2.3 Your line manager will, where necessary, liaise with the Workforce Department **OR** to confirm arrangements.
- 2.4 You may want to vary your working arrangements so that, either permanently or for a fixed period, you work from home for all or part of your working week. Any request to work from home must meet the needs of our business as well as your needs.

3. Coronavirus Home Working Situation

- 3.1 Currently working from home is supported for a number of roles where work can reasonably be undertaken at home. The situation may change according to the Government guidance and our particular circumstances. Your line manager will liaise with you directly as the situation develops and to agree your specific tasks to be undertaken from home as part of your role.

4. Applying for homeworking

- 4.1 After successful completion of your probationary period, you can make an application for homeworking which will be considered on its merits. However, not all roles and not all jobs are suitable for homeworking.
- 4.2 Except during the Coronavirus Home Working Situation or other exceptional circumstances a request for homeworking is unlikely to be approved, on either an occasional or permanent basis if:

- (a) you need to be present in the office to perform your job (for example, because it involves a high degree of personal interaction with colleagues or third parties or involves equipment that is only available in the office);
- (b) your most recent appraisal identifies any aspect of your performance as unsatisfactory;
- (c) your line manager has advised you that your current standard of work or work production is unsatisfactory;
- (d) you have an unexpired warning, whether relating to conduct or performance; or
- (e) you need supervision to deliver an acceptable quality and/or quantity of work.

4.3 If you wish to apply to work from home you will need to be able to show that you can:

- (a) work independently, motivate yourself and use your own initiative;
- (b) manage your workload effectively and complete work to set deadlines;
- (c) identify and resolve any new pressures created by working at home; and
- (d) adapt to new working practices including maintaining contact with your line manager and colleagues at work.

4.4 To be considered for homeworking you must submit a written application to [your line manager]. Your application must state:

- (a) why you consider your job to be suitable for homeworking and how you meet the criteria for homeworking set out in paragraph 2.2
- (b) whether you wish to work from home on a permanent basis or for a fixed period. In either case you should state the date from which you wish the arrangements to start and, if you wish to work from home for a fixed period, the date on which you want the arrangements to finish. You should try to give us as much notice as possible and, in any event, make your application at least 4 weeks before your proposed start date so that your request can be considered;
- (c) whether you wish to work from home for all or part of your working week and, if only part, which days you propose to work from home;
- (d) how you would organise your work from home including how you would ensure the security of documents and information, where appropriate;
- (e) the extent to which you could be available to come to work on days you are proposing to work from home if needed, for example to cover if colleagues are off sick, to cope with high or unexpected levels of work or to attend meetings or training days;

- (f) if different from your current hours of work, the hours of work that you propose apply when you are working at home; and
 - (g) how you envisage maintaining contact with your line manager, how your work will be set and progress monitored.
- 4.5 It may assist your application for homeworking if you first discuss your proposal with your line manager informally. This may identify potential problems with your application, such as a need to be in the office **OR** workplace on occasions you had not considered, which your application can then address.
- 4.6 In considering your application your line manager may invite you to a meeting to discuss your proposals.
- 4.7 We may also ask for you to agree to a home visit by your line manager in order to carry out a risk assessment, install or service equipment, or to reclaim equipment on termination of your homeworking arrangement.
- 4.8 We will try to respond to your request within 2 weeks of your request.
- 4.9 If your request is refused we will give you written reasons for the refusal. If you are not happy with the decision you may appeal to the Chief Executive using our Grievance Procedure.
- 4.10 If your application is accepted the agreed arrangements will be recorded in writing and may be subject to a trial period.
- 4.11 Any terms on which it is agreed that you may work from home will include the following:
- (a) We reserve the right to terminate the homeworking arrangements, for example if your role changes such that homeworking is no longer suitable, subject to reasonable notice. If you want to terminate your homeworking arrangement, you must notify your manager in the first instance. We will only be able to accommodate your request if there is sufficient office space and a suitable desk for you. Significant changes of duties may impact upon pay arrangements.
 - (b) You will be subject to the same performance measures, processes and objectives that would apply if you worked at our premises.
 - (c) If you receive an unsatisfactory appraisal or are subject to a performance management for any reason your homeworking arrangements may be terminated immediately and you will be expected to return to work at our premises.
 - (d) Your line manager will remain responsible for supervising you, will regularly review your homeworking arrangements and take steps to address any perceived problems.

They will ensure that you are kept up to date with circulars and information relevant to your work.

- (e) You agree to attend the office or other reasonable location for meetings, training courses or other events which we expect you to attend.
- (f) You understand that when you do attend the office, you may have to work in a different way as a result of the Coronavirus pandemic and any other necessary changes in the workplace.
- (g) Working at or from home may affect your home and contents insurance policy, mortgage, lease or rental agreement. You should make any necessary arrangements with your insurers, bank, mortgage provider or landlord before commencing homeworking.

5. Working at home: equipment

- 5.1 We will provide any equipment that we consider you reasonably require to work from home which will remain our property. We will make all necessary arrangements for and bear the cost of installing and removing equipment from your home. Where equipment is provided you must:
 - (a) use it only for the purposes for which we have provided it;
 - (b) take reasonable care of it and use it only in accordance with any operating instructions and our policies and procedures; and
 - (c) make it available for collection by us or on our behalf when requested to do so.
- 5.2 It is your responsibility to ensure that you have sufficient and appropriate equipment for working from home. We are not responsible for the provision, maintenance, replacement, or repair in the event of loss or damage to any personal equipment used by you when working for us.
- 5.3 We are not responsible for associated costs of you working from home including the costs of heating, lighting, electricity or telephone calls.

6. Working at home: data security and confidentiality

All equipment and information must be kept securely. You should take all necessary steps to ensure that private and confidential material is kept secure at all times. Your line manager must be satisfied that all reasonable precautions are being taken to maintain confidentiality of material in accordance with our requirements. You should not take from the hospice patient records as detailed in the Records Management Policy and included in the Confidentiality & Data Protection –

The patient record should not be removed from Lindsey Lodge Hospice premises without prior approval from the Manager for the clinical area and recorded on the patient location file document on the L drive. Information Governance rules should be followed when the file is in your possession.

- 6.1 You may only use equipment which has been provided by or authorised by us. You agree to comply with our instructions relating to software security and to implement all updates to equipment as soon as you are requested to do so.
- 6.2 You confirm that you have read and understood our policies relating to computer use, electronic communications and data security and that you will regularly keep yourself informed of the most current version of these policies.
- 6.3 If you discover or suspect that there has been an incident involving the security of information relating to the hospice, clients, or anyone working with or for the hospice, you must report it immediately to your manager.

7. Working at home: health and safety

- 7.1 When working at home you have the same health and safety duties as other staff. You must take reasonable care of your own health and safety and that of anyone else who might be affected by your actions and omissions. We may ask you to complete a working from home risk assessment particularly for example if you are pregnant. You must attend the usual office health and safety courses and undertake to use equipment safely as applicable to your role. If you are unwell and not fit to work, you should follow agreed sickness absence procedures for reporting sickness absence.
- 7.2 We retain the right to check home working areas for health and safety purposes. The need for such inspections will depend on the circumstances including the nature of the work undertaken.
- 7.3 You must not have meetings in your home with clients and must not give clients your home address or telephone number.
- 7.4 You must ensure that your working patterns and levels of work both over time and during shorter periods are not detrimental to your health and wellbeing.
- 7.5 You must use your knowledge, experience and training to identify and report any health and safety concerns to your line manager.
- 7.6 Employees are responsible for ensuring they complete their working hours as defined in their contracts of employment

- 7.7 Employees are responsible for ensuring they take their rest breaks as defined in their contracts of employment. Working time should be monitored and rest breaks of at least 20 minutes for every six hours of working should be taken.
- 7.8 Employees are covered under the Hospice’s accident insurance policy in their home. Accidents must be reported immediately to the nominated person set out in the Hospice’s Health and Safety Policy.
- 7.9 Any queries regarding the application of this policy should be raised with the workforce department in the first instance.

8. Employee conduct

8.1 If homeworking becomes unsuitable due to employee conduct or performance, the homeworking arrangement may be terminated immediately. Further disciplinary/ performance management action may also be taken in line with Hospice policy.

• Related policies and documents

- Lindsey Lodge Records Management Policy [L:\Policies, Guidelines and Protocols\Records Management Policy.docx](#)
- Confidentiality and Data Protection Policy [L:\Policies, Guidelines and Protocols\Confidentiality Data Protection.docx](#)
- Performance Policy [L:\Policies, Guidelines and Protocols\Performance Management Policy.docx](#)
- Wellbeing and Sickness absence Management [L:\HR\POLICIES & STAFF HANDBOOK\Wellbeing & Sickness Absence Policy.docx](#)
- Health and Safety policy [L:\Policies, Guidelines and Protocols\Health Safety Policy Sept 2019.doc](#)
- Protect home Workers – www.hse.gov.uk

Lead Author of Policy – Jane Lacey – Hatton, Senior Workforce Manager Responsible Group – Workforce subgroup of the Board RATIFICATION DATE: Feb 21 Review interval: 3 years or sooner if required				
To be reviewed	Review completed	By	Approved by	Circulation
Dec 2020	Feb 2021	JLH	W/F Committee	L: Policies & Guidelines

Appendix A

HOMEWORKERS SELF ASSESSMENT CHECKLIST

Please return completed form to the Workforce department/Line Manager

Name			
Job Title			
Line Manager			
Address			
Date			
COVID-19 (Coronavirus) pandemic	Yes	No	Comments
Have you read and understood our guidelines/working from home policy?			
Are you a high risk person defined or notified by the Government?			
Do have a need for any reasonable adjustments to your home working space because of your situation?			
Are you leaving post delivered by Royal Mail or courier before opening it, and managing in accordance with recent Government advice.			
Do you clean your hands/IT equipment e.g. keyboard /disinfect your home work space regularly? Is your Wi-Fi speed efficient for homeworking?			
[Insert any other questions which are role /situation specific]			

Fire	Yes	No	Comments
Is the work area tidy?			
Are waste materials regularly disposed of?			
Are exit routes clear?			
Do you have an escape plan?			Do you know exactly what to do in an emergency?
Is a smoke alarm fitted? Do you have a suitable fire extinguisher readily at hand in your work area? Do you switch off all your electrical equipment when the work is finished?			Must be tested regularly

Electrical Equipment	Yes	No	Comments
Any apparent damage? Do you check you equipment daily?			Cracked/loose casing, missing screws, etc. Are extension sockets and gantry sockets used appropriately, not overloaded and in good condition.
Any evidence of overheating?			Look for discolouration
Any obvious damage to leads or plugs?			Disintegration
Are the cables secure in all plugs?			

Slips Trips and Falls	Yes	No	Comments
Floor coverings sound, and without defects?			
Are walkways clear of tripping hazards e.g. trailing cables from power sockets to work station?			

Working Environment	Yes	No	Comments
Is the temperature adequate?			
Is the ventilation adequate?			
Do you have adequate lighting, including any necessary desk lighting?			

Manual Handling	Yes	No	Comments
Do you carry out any significant manual handling activities? Do you carry materials/an/or equipment a long distance to your work area? Do you unload/load your own vehicle when collecting or delivering materials to the work premises?			

Display Screen Equipment	Yes	No	Comments
Do you use Display Screen Equipment (DSE) for a total of more than two hours a day, or more than one hour a day continuously? Have you an adjustable work chair? Is your screen height adjustable? Have you leg room under your desk? Have you completed DSE training? Do you have all the necessary equipment to enable to you to achieve a comfortable work position			

Working Alone	Yes	No	Comments
Have you arranged for regular contact with your manager/supervisor?			
Do you carry a mobile phone?			

Accidents / First Aid	Yes	No	Comments
Do you know the procedure for reporting any accidents or work related illnesses?			
Do you have a first aid kit available whilst working at home?			

Well - Being	Yes	No	Comments
Do you suffer any discomfort or ill-health which you believe has resulted from your work?			If the answer is yes please contact workforce

Do you experience stress which you believe may be a result of work? Working alone - is your security sufficient?			If the answer is yes please contact workforce.
---	--	--	--

Technology / Security / Data confidentiality	Yes	No	Comments
Are you using a hospice laptop?			
Are you accessing hospice systems from your home?			
Are you using software which has not been approved by the hospice for company business?			
If you have virtual assistants such as Alexa or Echo, do you turn them off during phone or virtual meetings?			
All other external doors & windows similarly secured?			
Are laptops and confidential files, documents locked away when not in use?			
Are you shredding confidential paper records or disposing of them securely (i.e. not in the recycling)			

Children	Yes	No	Comments
Are children present during your working hours?			
Have you taken adequate precautions to keep children away from the working area and electrical equipment?			
Expectant Mothers	Yes	No	Comments
What additional adjustments are needed for your working from home as you are pregnant?			
Have you taken adequate precautions to keep yourself safe around your home work space? <i>Note for employers: If you are notified that an employee is pregnant, breastfeeding or has given birth within the last six months, you should check</i>			

<p><i>your workplace risk assessment to see if any new risks have arisen. If risks are identified during the pregnancy, in the first six months after birth or while the employee is still breastfeeding, you must take appropriate, sensible action to reduce, remove or control them. While it is a legal obligation for employers to regularly review general workplace risks, there is actually no legal requirement to conduct a specific, separate risk assessment for new and expectant mothers. However, if you choose to do so, this may help you decide if any additional action needs to be taken.</i></p> <p><u>More details on the HSE guidance for expectant mothers</u></p>			
--	--	--	--

Communication around homeworking	Yes	No	Comments
Have communications from the Hospice been clear enough so you know what you have to do when homeworking?			

<p>Any other comments you have regarding your working environment please list here including any medical problems that we should know about?</p>	
Signature:	Date: