Agile and Home Working FAQs for all colleagues

Contents

1. **Can I work from home for my full contracted hours?**
   Yes, subject to business need and your role, it may be possible for all your duties to be carried out from home. Managers and teams should agree how and when they should come on site for wellbeing purposes, personal development, training and importantly to keep in touch with colleagues.

2. **I work clinically is there any opportunity for me to work from home?**
   Where clinical colleagues can undertake aspects of their role from home without detriment to the service, this should be facilitated where possible. When considering the feasibility of this, it must be determined how situations will be managed when presence on site is required to support clinical services at short notice. Please refer to the ▮▮▮▮▮▮▮ ▮▮▮▮▮▮ for some helpful parameters to support medical and clinical based colleagues achieve greater flexibility.

3. **The Start and Finish times of my current shift patterns do not support flexible/agile working?**
   UHBW recognises we need to provide greater opportunity and move away from rigid shift patterns and work is taking place as part of the Nursing Retention Strategy to review shift times for colleagues whose role can only be delivered on site.

4. **How often should agile/home working arrangements be reviewed?**
   All flexible working arrangements (including agile/home working) are to be reviewed on an annual basis. This could be as part of the Appraisal/Wellbeing/Job planning conversations. However, wellbeing conversations and check-ins should occur regularly.

5. **As the manager of a department, do I need to formally approve the agile and flexible working arrangements for my team?**
   It is expected that Heads of Department/Clinical Leads/Ward Sisters/Line managers/Operational Managers will keep a record of the working arrangements of their team and ask them to complete a ▮▮▮▮▮▮▮▮▮▮▮▮▮▮ and ▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮ where necessary.

6. **Where should I send my completed Flexible Working Request form?**
   We are seeking to identify an electronic process for recording all flexible working requests but in the meantime, records should be held locally.

7. **As a manager do I need to complete an eform for all flexible working requests?**
   No. Only flexible working requests that result in changes to the terms and conditions of colleagues (such as a reduction/increase in hours which impact on pay, pension etc.) need an eform.

8. **Can I work on site full time if I want to?**
   Yes. We recognise that working from home does not suit everyone for a variety of reasons, which may include lack of space, other household members working from home and or wellbeing concerns. Therefore colleagues will be able to work their full contracted hours on site if they prefer. Where this causes challenges with desk space, managers will need to identify a hot desk or team desk.

9. **Are there hot desks available and how can they be booked?**
   The number and location of hot desks is currently being reviewed across UHBW sites. More detail to follow on how to book these areas. Hot desks and shared desks should not contain any personal belongings such as photographs, plants and mugs and should be cleared and sanitised after use in preparation for the next user.

10. **Can I choose the days I want to work at home?**
    It is expected that you would agree the days you work on site with your manager and team and will be approached in a flexible way by all parties. The intention of agile working is to provide colleagues with the opportunity to embrace work/life balance and improve wellbeing and productivity. To ensure agile working remains a mutually beneficial arrangement it is hoped that colleagues will remain flexible and ongoing conversations take place.

11. **Do I have to come back on site if required?**
    UHBW recognises that each department and individual needs are different, and that any agile or home working arrangements must meet and maintain the business needs of the service. Therefore it is expected that colleagues will be able to return to the workplace within a reasonable timeframe (1 hour) should there be an operational requirement to do so.

12. **How do I maintain my own and my teams wellbeing?**
    The health and wellbeing of colleagues is paramount, and managers should assure themselves that agile or home working does not adversely affect the health and wellbeing of their team members.
    There is an extensive offer of wellbeing services and interventions available. Managers should signpost their team members to them during regular wellbeing conversations, 1:1s, and team meetings and when reviewing agile or home working arrangements.

    The workplace wellbeing menu available to all UHBW colleagues is available on the Workplace Wellbeing sections of ███████████ and ███████████

13. **What if I have childcare/caring responsibilities?**
    Anyone 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. Colleagues can manage their working hours flexibly to fit with their work life balance arrangements. For example, taking children to school or attending appointments provided contracted hours are worked and performance is not affected.

14. **I don't think my working environment at home meets the DSE standards?**
    Colleagues have a personal responsibility to ensure their offsite working environment is safe and appropriately configured to minimise any risk of musculoskeletal harm or injury. Anyone working from home must complete a ██████████████████████████ and discuss the outcomes with your manager.

15. **How do I ensure my team safely adheres to DSE standards both at home and in the office?**
It may be that teams will need to share IT and office equipment to allow colleagues to have a hybrid working pattern. Managers will need to review the needs of their team in conjunction with the available office space to determine what is required.

16. **Should colleagues be expected to attend face to face meetings?**
Managers should consider whether meetings should be held virtually or face to face depending on the nature of the meeting, attendees and what space is needed or required. Employees who work at home for their full contracted hours may still be required to attend face to face meetings.

17. **Can I use my own PC/laptop/iPad for working at home?**
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 UHBW's secure remote access facility.

18. **How do we record what equipment/hardware/software has been provided?**
There is a section on the Flexible Working Request form to record any equipment taken home. Managers should make a record and the form signed by both parties.

19. **What should I do if equipment has already been taken home and not logged?**
If you have already taken It equipment home, please make your site Digital Services (IM&T) lead aware immediately – it's likely they can arrange for these to be encrypted.

20. **What happens if I leave UHBW?**
Any equipment, hardware or software that is provided will remain the property of UHBW and must be returned if you leave UHBW or agile/home working arrangement comes to an end.

21. **What equipment is available to enable homeworking?**
If you work from home on a more long-term basis your manager can agree for you to take your screens, keyboards, mice etc. home to enable ergonomically sound home working.

Jabber allows you to have a fully functional Trust extension on your Trust laptop (if you are a Bristol based member of staff) for making and receiving phone calls, wherever you are working. Contact the ▮▮▮▮▮▮▮▮ to have Jabber installed on your Trust laptop.

22. **How is equipment transferred to an individual's home?**
Log a request via Agility to the Transport Team. When you log a request, please provide full details of the equipment to be transported as well as a budget code.

23. **What if I need specific equipment?**
If a colleague requires specific equipment such as a special chair when working on-site, they may also need that equipment when they are working remotely. Any equipment used while homeworking, whether owned by UHBW or yourself, 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.

24. **Who is responsible for the equipment/hardware I have been provided with at home?**
You will be personally responsible for any equipment that has been provided to support your homeworking. Equipment provided by UHBW remains the property of UHBW and must not be used by other members of the household.

25. **What equipment should be used when undertaking patient related activities at home?**
Where patient consultations are being held remotely, a product called Attend Anywhere should be used. For access to this please contact please contact ▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Should your requirement fall outside of the functionality of these products please contact the ▮▮▮▮▮▮▮▮▮

26. **Will UHBW provide me with new/improved internet connection?**
It is your responsibility to obtain and maintain an adequate internet connection to facilitate any home working arrangement.

27. **Who is responsible for setting up my remote workspace?**
You are responsible for setting up and maintaining your home workspace. Supplies necessary for home working, such as stationery should be ordered through the usual channels and collected from UHBW premises.

28. **Can software be copied for personal use?**
No - software provided by UHBW must not be duplicated for personal use.

29. **What information governance requirements do I need to be aware of when working remotely?**
Colleagues are required to comply with all UHBW IT and information security, confidentiality and information governance policies, procedures and requirements. IT equipment must be used in accordance with the Trust's Guidance on the use of Trust IT Equipment, and the Trust Guidance on Mobile Computing and Home Working by Staff. Confidential waste should not be disposed of at home but should be destroyed via UHBW facilities. All colleagues should ensure they are up to date with their Information Governance Training. Any breach of confidentiality should be reported via DATIX, this would include the loss or theft of IT equipment containing confidential and / or person identifiable data.

30. **Can I work overseas?**
Our default position is that overseas working cannot be supported due to a number of factors that have the potential to create issues for employer and employee. Therefore to remove any potential risks associated with taxable presence in an overseas location (including any payroll, employment tax and social security obligations) it is only possible for incidental overseas working to be considered in exceptional circumstances and will be subject to IT and Information Governance policies.

31. **Can agile working be used to support colleagues with underlying health conditions?**

Yes. Agile or home working may be a reasonable adjustment for colleagues with a known medical condition. A ██████████ should be completed, if appropriate. Please see our ██████.

32. **What if I cannot accommodate all my teams' requests for agile or flexible working?**
UHBW is committed to supporting colleagues achieve a better work/like balance, but equally we must maintain service at all times. Although a request may not be accommodated in one department/ward your HR Business Partner will support you to explore other areas which may be able to accommodate the request. NB – this is separate to our Redeployment Policy.

33. **How do I appeal if my request for agile or home working is declined?**
You have the right to appeal against any decision relating to flexible working where agreement/compromise has not been achieved. Please see the ██████████

34. **If I am already working from home or have team members working from home, what should I do?**
Anyone already working from home should complete a ████████████████████████ and a ████████████████████████████. It is important that as your employer we ensure we are supporting you appropriately and in line with our H&S obligations.

If you have an appraisal/wellbeing conversation before July these documents can be completed as part of that process. For colleagues not due an appraisal/wellbeing conversation within this time frame then please arrange to complete the documents as soon as practically possible.

35. **Will you provide me with a desk or office chair for home?**
If a you require specific equipment such as a special chair or desk when working on-site ensure your ████████████████████████████ is completed fully and talk to your manager, reviewing or completing your ████████████████████