

Agile Working Policy

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Version:	1		
Ratified by:	Staff Partnership Forum		
Ratification Date:	February 2022	Review Date:	February 2024
Consultation	HR Policy Group	Applicable to:	All staff All sites
Equality, Diversity And Human Right Statement	The Trust is committed to an environment that promotes equality and embraces diversity in its performance both as a service provider and employer. It will adhere to legal and performance requirements and will mainstream Equality, Diversity and Human Rights principles through its policies, procedures, service development and engagement processes. This procedure should be implemented with due regard to this commitment.		
To be read in conjunction with / Associated Documents:	Equality and Diversity Policy	Information Classification Label	<input type="checkbox"/> Unclassified
Access to Information	To access this document in another language or format please contact the policy author.		

Document Change History (changes from previous issues of policy (if appropriate):

Version number	Page	Changes made with rationale and impact on practice	Date

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1. Introduction

Liverpool University Hospitals NHS Foundation Trust (hereby known as the Trust) recognises the need to develop modern working practices that enables employees to maximise their performance and productivity, whilst maintaining a good work life balance.

It is also essential that the benefits of agile working compliment accommodation plans and workforce plans for integrated services to make best use of our buildings, the space, facilities and technologies for the benefit of patients and staff.

Agile working is a way of working which provides employees with the capability of working effectively anywhere across the Trust in any building, at home and on the move. This new way of working along with the associated technologies will enable our employees to work in any number of ways if the service needs are met.

This Agile Working Policy sets out a framework within which work style arrangements can be developed and could include mobile and remote working, hot-desking and home working, to ensure the most appropriate workplace locations are utilised.

Through agile working practices it is the Trusts ambition that this will support us achieve;

- Increase the effectiveness of our activities
- Reduce costs to the Trust through making best use of our assets
- Meeting the aspirations of staff for an improved work life balance
- Creating an environment that encourages collaboration and innovation (e.g. virtual teams and organisational agility)
- Reduces the environmental footprint of our working practices

2. Scope

This policy applies to all Trust employees who regularly require an office environment, such as a desk or office either at home or within the Trust, to work or touch base.

The scope of agile working will vary according to job role and the main considerations are the impact on service delivery and employee wellbeing.

Agile working is different to flexible working and a separate Policy covers this. This policy does not cover requests from employees which affect their contract of employment. Flexible working requests should be considered under the Flexible Working Policy.

Any proposal to introduce agile working will be mutually agreed between the line manager and employee. All parties must recognise the needs of the organisation, the employee's role and the needs of a patient or patient group.

3. Principles

The working principles are:

- There should be flexibility and fairness at a local level and across the Trust
- Managers should undertake a full review of their service and patient requirements must be at the center of the decision
- On site working will be determined locally based on service need and consideration of any individual requirements will be made
- Local discussion and consultation with staff will take place
- Percentage of time spent working from home can range from 0 to 20% of a colleagues normal working week and must be approved in advance
- 100% working from home is not permissible in the majority of cases and agreement for 100% homeworking arrangements must be agreed by the Divisional Director of Operations or equivalent. All staff should be expected to attend meetings as required and this arrangement would require a risk assessment to ensure the individual is supported and their mental health is maintained
- Hosted services may agree their own agile working principles, provided they observe the fundamental principles of fairness and equity
- The nature and extent of agile working will depend upon the job undertaken and considerations will include the impact on the ability to meet their role (internal and external) and employee welfare
- There should be no expectation that staff will be forced into working at home if this does not meet their individual requirements
- Analysing the tasks involved in the job role, in terms of how effectively they can be done at different times and in different locations
- Work takes place through the most effective and appropriate use of technology
- Flexible working underpins and adds new dimension to diversity and equality principles and service models should be subject to a equality impact assessment
- The promotion of flexible working and guidance on developing agile working within teams will be offered to equip managers with the skills and tools to manage staff working in different locations
- Health and wellbeing of staff will be monitored using a risk assessment approach, our duty of care is the same wherever employees are working, whether in the employer's workplace, at home, on the move or in another working environment. Please see Appendix 1.

4. Content

4.1 Definitions

Agile working is based on the concept that work is an activity that we undertake, rather than a place that we go, agile working allows organisations to work smartly and to take advantage of the opportunities available as a result of technology and situations where employees travel as a requirement of their role.

Corporate Days are designated days where all staff must base themselves on site to support the critical needs of the business or for example where team meetings, discussions are required / requested.

Field Base describes the contractual base of the employee for HMRC, mileage/travel claims, and other expenses purposes.

Remote working is when an employee works from a location other than the nominal base remaining in contact electronically and via telephone.

The same rules surrounding confidentiality when working in the Trust apply when staff are working in an agile manner. If you have concerns around potential breaches in confidentiality that may occur whilst working in this manner please raise this with your line manager so it can be reviewed and addressed.

Please remember that there is personal liability under the Data Protection Act 2018/GDPR and your contract of employment for breach of Trust policies. Please see appendix 5 for additional information regarding confidentiality.

4.2 Confidentiality

The same rules surrounding confidentiality when working in the Trust apply when staff are working in an agile manner. If you have concerns around potential breaches in confidentiality that may occur whilst working in this manner please raise this with your line manager so it can be reviewed and addressed.

Please remember that there is personal liability under the Data Protection Act 2018/GDPR and your contract of employment for breach of Trust policies. Please see appendix 5 for additional information regarding confidentiality.

4.3 Work Style Categories

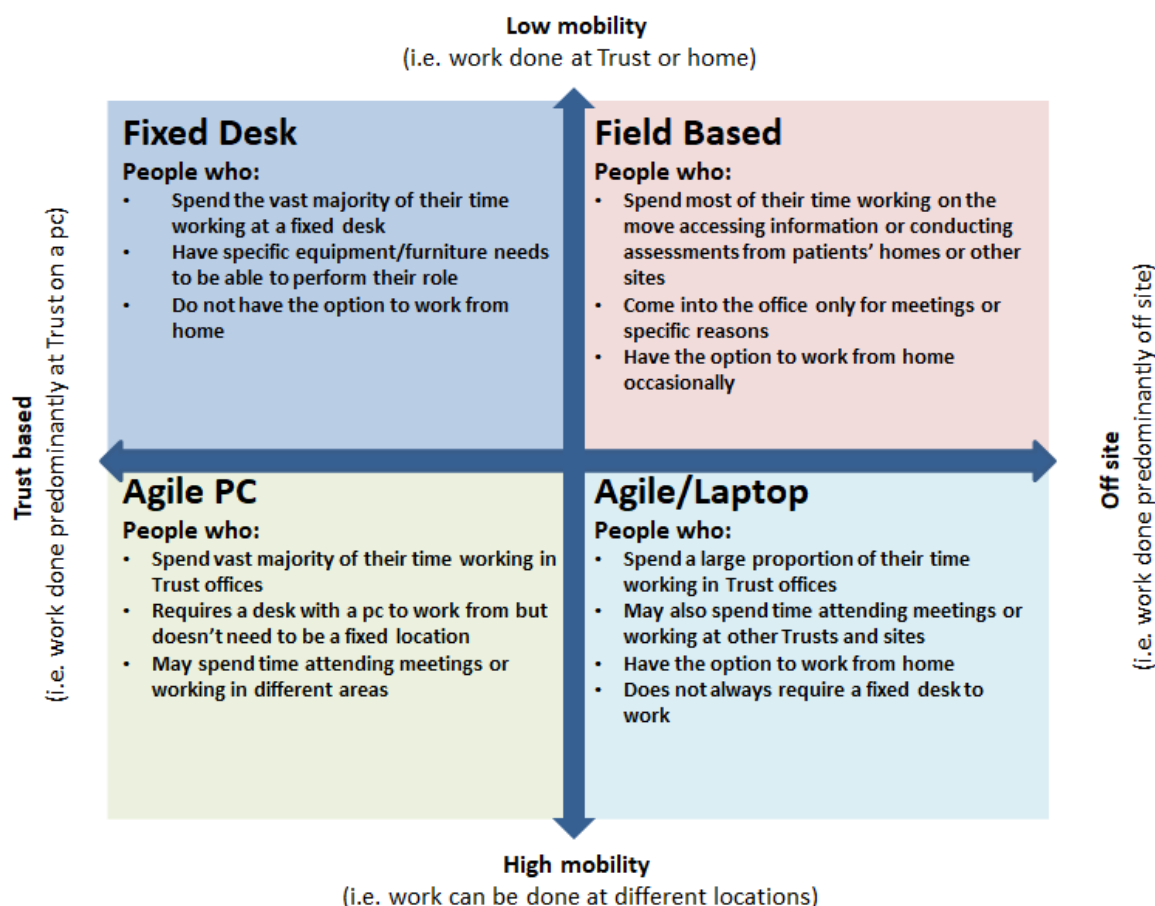
The following four categories will be used to determine which posts are appropriate to each work style:

Fixed Desk: These individuals require a fixed desk because of unique IT (e.g. particular layout of screens or job function), or physically they are required in one place for their role. It is assumed that these individuals would need a fixed PC.

Agile/Laptop: These individuals will require some form of office base, but can work from multiple locations. It is assumed these individuals will have some form of IT, such as laptop and smartphone (if needed).

Agile PC: These individuals can work from multiple desks, but do not require the agility of laptop etc.

Field/Based: These are individuals who require a base for contractual purposes, but may be out and about a lot of the time and will require a laptop



4.4 Process for agreeing Agile Working

Either the line manager or the employee can initiate a discussion about the possibility of agile working. The line manager should give appropriate consideration to a request made by an employee to work in an agile way and employees should similarly give appropriate consideration to management requests to work agilely.

The line manager and employee should consider the following points before agreeing an agile working arrangement:

- Whether this policy is applicable or whether an alternative policy may be more appropriate, for example, the flexible working policy;
- Whether the business needs of the Trust can be best met if an agile working arrangement were to be agreed;
- Whether there are any health and safety implications or information governance implications, consulting the information governance lead or the Trust's Health and Safety manager/provider and undertaking assessments such as Risk Assessments and Display Screen Equipment (DSE) Assessments, as appropriate;
- Whether there are any other risks associated with agile working, for example, risks to equipment and the Trust's obligations in relation to the Data Protection Act in line with information governance requirements.
- Where risks are identified, the line manager and employee should discuss whether these can be adequately mitigated to ensure that the Trust continues to comply with any legal or other obligations;

- Whether any additional equipment may be required and whether this is financially feasible;
- Whether the employee will be adequately contactable. As a minimum staff should be contactable by email, telephone or via Microsoft Teams;
- Whether HR or other advice may be required.

If agreed, the line manager should:

- Confirm agreement to the principle of working agilely to the individual and the line manager will confirm arrangements in writing, please see Appendix 4.
- Confirm any particulars of the agreement, for example, in relation to management supervision and communication, or other specific arrangements, including how the employee will be contactable and their location known to their manager, their team and others;
- Ensure that all specific expectations of the agile working arrangement are clear to the employee, including the delivery of outcomes whilst working agilely; and
- Regularly review the agile working agreement and update this where necessary.

If an employee's request to work agilely is not agreed, the line manager should confirm this in writing within 14 days to the employee, providing a rationale for the rejection of the request. The line manager may wish to seek HR advice in such instances.

If an employee does not agree to a manager's request to work agilely, the line manager should ascertain the reasons for the employee's refusal and discuss the reasonableness of this, the reasonableness of the request and all other relevant circumstances with a member of the HR team.

In some cases where there is a critical business need to transition staff to working more agilely, it may be necessary to consult with employees and HR advice should be sought from the appropriate HR Business Partner to determine the best course of action in the circumstances. Employees are also able to discuss this with a staff side (Trade Union) representative.

Any agreement to work agilely must not be seen as creating any specific new right or obligation to work from home and will not constitute a change to an employee's field base.

The above principles of agile working must operate based on trust. Any abuse or misuse of agile working may be investigated under disciplinary process / could result in disciplinary action.

4.5 Accommodation and allocation of desks per Team/Department

The Trust aims to provide accommodation that is fit for purpose, meets the Trust strategic priorities, and meets the aspiration of the users, in addition to complying with statutory and non-statutory standards. The Trust recognises the important role that accommodation plays in promoting cultural changes and developing new and more effective ways of working. Furthermore providing flexible accommodation that facilitates sharing resources and encourages team working is a key objective of the Trust.

Once a team/department has determined the work styles for each employee and these have been approved/agreed, desks will be apportioned using the desk allocation agreed with your manager. A hot desking area/zone will be provided near to the team/department for employees to use should all the team/department desks be in use. Employees will be required to ensure that these spaces are kept clean and tidy when being utilised.

4.6 Hot Desking/Touch Down Facilities

Hot desking involves multiple employees using a single physical workstation or desk during different time periods. Workstations can be pre-booked at specific locations using the Trust's designated room booking calendar in the same way as booking a meeting room.

Each Trust building will have a number of hot desks available that are set aside for agile workers, these will, in most cases, be in a general area unless defined within zones. Each desk will be equipped with a desktop computer/laptop docking station and telephone.

The clear desk protocol will apply to all employees across the Trust including those using hot desks. At the end of the working day no paperwork/ documents/ files etc. should be left on them.

In respect of all desks, these should not be personalised so as to discourage the open use of space by employees. Agile desks should encourage free use as necessary.

4.7 Kitchen Areas/Dining

Employees are encouraged to use the available space in a considerate way, the area needs to be maintained by staff using it and clutter free for others to use also.

4.8 Storage

All materials are to be stored in the department's allocated filing system or scanned to electronic filing systems or returned to off-site storage where possible.

Individual lockers where applicable will be personal space, however, they should only be used for work related matters and may be, as necessary, opened should the need arise.

4.9 Home Working Expenses

There will be no reimbursement for any personal costs including utility costs where employees work from home as part of agile working. Employees are responsible for all costs associated with telephone and internet connections in their home. The Trust will reimburse employees for any additional telephone and internet premiums due to an increase in data or telephone usage required for work, only where this has been agreed in advance with the employee's line manager and following submission of appropriate documentation to evidence this.

Employees working from home might be eligible for tax relief on their costs associated with utility bills and telephone costs. Employees should refer to GOV.UK: Tax relief for employees: Working at home. It is the responsibility of the home worker to clarify their position with the HMRC if unclear.

Where employees work from home they will also be responsible for checking that their home and contents insurance policies reflect this, if required by their provider.

4.10 Equipment

All employees who are agile workers will be provided with the necessary equipment and software required to perform their work at required locations.

Equipment provided for agile working will remain the property of the Trust and must be returned to the Trust when no longer required, or at the request of the manager.

Line managers and employees are required to keep a record of the equipment issued. Line Managers will keep a record of all equipment and location on their asset register.

4.11 Insurance

Agile workers must ensure that they have the appropriate vehicle insurance when undertaking travel for work purposes. Further information is provided in the Trust's Expenses Policy.

Computers, telephones and other items of equipment supplied by the Trust for agile working will be covered by the Trust's insurance policy. All reasonable costs associated with lost or damaged equipment will be covered and replaced, except where employees are found to have been negligent. In this instance, the employee may be required to pay for the replacement on a like for like basis. This would be discussed and confirmed with the employee and would then be recovered via the employee's salary.

4.12 Health and Safety Risk Assessment (Appendix 1)

All employees are expected to work safely in compliance with the Trust's Health and Safety Policy and Working Time Directive.

The Trust has a legal responsibility to ensure the health, safety and welfare of all employees to ensure risk assessments are completed for the work that they do. Employees who work agilely have responsibilities in the same way as any other employee and must continue to take reasonable care of their own health and safety and maintain a safe working environment.

A risk assessment questionnaire must be completed by all individuals who will be undertaking agile working.

4.13 Reasonable Adjustments

Individuals with underlying medical conditions/disabilities may require additional reasonable adjustments in terms of agile working. In the first instance, the general scheme will be subject to appropriate health and safety assessment, and these should anticipate any general issues that may exist.

Specific issues that may exist with individual employees should be discussed with the line manager.

The Equality Act 2010 states that people must not be discriminated against on the grounds of disability, and it places a duty on employers to make reasonable adjustments to physical features of the workplace, or to work arrangements, to prevent any disadvantages which a disabled employee may otherwise suffer. Guidance can be provided from the HR Team.

4.14 Equality Impact Assessment and Monitoring

The operation of this policy will be monitored for its impact on different staff groups in line with the Equality Act 2010. This will enable the Trust to assess whether there has been an adverse impact on a particular group, so that further action would be required.

4.15 Monitoring and Review

Not all agile working arrangements will be successful, either from the service point of view or the individual's point of view. Structural changes may also require job roles to be revised. Any agile working arrangements will be open to review at any point.

All agile working arrangements should be monitored and reviewed formally as part of the performance review and development process. LNC and SPF will be actively part of any consultation in assessing impact and providing views.

5. Exceptions

No exceptions.

6. Training

If there are specific training requirements for staff please include details in this section

7. Monitoring of compliance

Minimum requirement to be monitored	Process for monitoring e.g. audit/ review of incidents/ performance management	Job title of individual(s) responsible for monitoring and developing action plan	Minimum frequency of monitoring	Name of committee responsible for review of results and action plan	Job title of individual/ committee responsible for monitoring implementation of action plan

8. Relevant regulations, standards and references

Health and Safety at Work Act (HSE 1974)
 Health and safety at Work Regulations (HSE 1999)
 Display Screen Equipment Regulations (HSE 1992)
 Personnel Security in Remote Working (CPNI February 2012)

9. Equality, diversity and human right statement

The Trust is committed to an environment that promotes equality and embraces diversity in its performance both as a service provider and employer. It will adhere to legal and performance requirements and will mainstream Equality, Diversity and Human Rights principles through its policies, procedures, service development and engagement processes. This SOP should be implemented with due regard to this commitment.

10. Legal requirements

This document meets legal and statutory requirements of the EU General Data Protection Regulation (EU 2016/679) and all subsequent and prevailing legislation. It is consistent with the requirements of the NHS Executive set out in Information Security Management: NHS Code of Practice (2007) and builds upon the general requirements published by NHS Digital/Connecting for Health (CfH).

11. Appendices

11.1 Appendix 1: Equality impact assessment

Title	
Strategy/Policy/Standard Operating Procedure	
Service change (Inc. organisational change/QEP/ Business case/project)	
Completed by	
Date Completed	

Description *(provide a short overview of the principle aims/objectives of what is being proposed/changed/introduced and the impact of this to the organisation)*

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Who will be affected *(Staff, patients, visitors, wider community including numbers?)*

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The Equality Analysis template should be completed in the following circumstances:

- **Considering developing a new policy, strategy, function/service or project(Inc. organisational change/Business case/ QEP Scheme);**
- **Reviewing or changing an existing policy, strategy, function/service or project (Inc. organisational change/Business case/ QEP Scheme):**
 - If no or minor changes are made to any of the above and an EIA has already been completed then a further EIA is not required and the EIA review date should be set at the date for the next policy review;
 - If no or minor changes are made to any of the above and an EIA has NOT previously been completed then a new EIA is required;
 - Where significant changes have been made that do affect the implementation or process then a new EIA is required.

Please note the results of this Equality Analysis will be published on the Trust website in accordance with the Equality Act 2010 duties for public sector organisations.

Section 1 should be completed to analyse whether any aspect of your paper/policy has any impact (positive, negative or neutral) on groups from any of the protected characteristics listed below.

When considering any potential impact you should use available data to inform your analysis such as PALS/Complaints data, Patient or Staff satisfaction surveys, staff numbers and demographics, local consultations or direct engagement activity. You should also consult available published research to support your analysis.

Section 1 – Initial analysis

Equality Group	Any potential impact? Positive, negative or neutral	Evidence <i>(For any positive or negative impact please provide a short commentary on how you have reached this conclusion)</i>
Age <i>(Consider any benefits or opportunities to advance equality as well as barriers across age ranges. This can include safeguarding consent, care of the elderly and child welfare)</i>		
Disability <i>(Consider any benefits or opportunities to advance equality as well as impact on attitudinal, physical and social barriers)</i>		
Gender Reassignment <i>(Consider any benefits or opportunities to advance equality as well as any impact on transgender or transsexual people. This can include issues relating to privacy of data)</i>		
Marriage & Civil Partnership <i>(Consider any benefits or opportunities to advance equality as well as any barriers impacting on same sex couples)</i>		
Pregnancy & Maternity <i>(Consider any benefits or opportunities to advance equality as well as impact on working arrangements, part time or flexible working)</i>		
Race <i>(Consider any benefits or opportunities to advance equality as well as any barriers impacting on ethnic groups including language)</i>		
Religion or belief <i>(Consider any benefits or opportunities to advance equality as well as any barriers effecting people of different religions, belief or no belief)</i>		
Sex <i>(Consider any benefits or opportunities to advance equality as well as any barriers relating to men and women eg: same sex accommodation)</i>		

<p>Sexual Orientation <i>(Consider any benefits or opportunities to advance equality as well as barriers affecting heterosexual people as well as Lesbian, Gay or Bisexual)</i></p>		
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If you have identified any **positive** or **neutral** impact then no further action is required, you should submit this document with your paper/policy in accordance with the governance structure.

You should also send a copy of this document to the equality impact assessment email address.

If you have identified any **negative** impact you should consider whether you can make any changes immediately to minimise any risk. This should be clearly documented on your paper cover sheet/Project Initiation Documents/Business case/policy document detailing what the negative impact is and what changes have been or can be made.

If you have identified any negative impact that has a high risk of adversely affecting any groups defined as having a protected characteristic then please continue to section 2.

Section 2 – Full analysis

If you have identified that there are potentially detrimental effects on certain protected groups, you need to consult with staff, representative bodies, local interest groups and customers that belong to these groups to analyse the effect of this impact and how it can be negated or minimised. There may also be published information available which will help with your analysis.

<p><u>Is what you are proposing subject to the requirements of the Code of Practice on Consultation?</u></p>	<p>Y/N</p>
<p>Is what you are proposing subject to the requirements of the Trust’s Workforce Change Policy?</p>	<p>Y/N</p>
<p>Who and how have you engaged to gather evidence to complete your full analysis? (List)</p>	
<p>What are the main outcomes of your engagement activity?</p>	
<p>What is your overall analysis based on your engagement activity?</p>	

Section 3 – Action Plan

You should detail any actions arising from your full analysis in the following table; all actions should be added to the Risk Register for monitoring.

Action required	Lead name	Target date for completion	How will you measure outcomes

Following completion of the full analysis you should submit this document with your paper/policy in accordance with the governance structure.

You should also send a copy of this document to the equality impact assessment email address

Section 4 – Organisation Sign Off

Name and Designation	Signature	Date
Individual who reviewed the Analysis		
Chair of Board/Group approving/rejecting proposal		
Individual recording EA on central record		

11.2 Appendix 3: Roles and Responsibilities

Role	Responsibility
<p>Accountable Officer/ Chief Executive</p>	<p>The account officer/ chief executive has overall responsibility for this policy.</p>
<p>Employee</p>	<p>Familiarise themselves with the content of this document, and with health and safety requirements relating to agile working, ensuring that they protect their own health and safety when working agilely</p> <p>Comply with all conditions contained within this document, and any other policies or guidance referred to within this document.</p> <p>Discuss and agree with their line manager what their core working hours are to be.</p> <p>Ensure their line manager has authorised (either verbally or in writing) the agile working arrangements in advance of undertaking any agile working.</p> <p>Ensure their line manager is advised of any changes to agreed agile working arrangements in a timely manner.</p> <p>Raise any concerns arising from agile working arrangements, including health and safety and information governance concerns to their line manager. Please see Appendix 3.</p> <p>Ensure flexibility, openness and constructiveness in all discussions with their line manager about agile working remaining focused on the needs of the service.</p> <p>Ensure the security of Trust equipment and data complying with the Data Protection Act and the Trust Information Governance policy.</p> <p>Report the loss or theft of any Trust equipment or data or breaches of the Information Governance policies and/or Data Protection Act 2018/General Data Protection Regulation in line with local policy and as soon as is reasonably practicable.</p> <p>Ensure that when working agilely, they are contactable via telephone and email as a minimum.</p> <p>Ensure that they attend meetings, training and other events as required in the performance of their duties</p> <p>Liaise with their line manager for advice or clarification as required.</p>

<p>Line Manager</p>	<p>Familiarise themselves with the content of this document and with health and safety requirements relating to agile working, ensuring that they protect their own health and safety when working agilely.</p> <p>Consider and where appropriate encourage agile working across their teams.</p> <p>Ensure fairness and consistency in applying this policy.</p> <p>Ensure flexibility, openness and constructiveness in all discussions and agreements about agile working with employees within their area of responsibility, remaining focused on the needs of the service.</p> <p>Discuss and agree core working hours for employees undertaking agile working. If there are any changes to then this is to be documented.</p> <p>Consider any health and safety implications when agreeing to agile working arrangements by consulting the Trust's Health and Safety manager/provider regarding any particular risks and the need to undertake any assessments such as Risk Assessments and Display Screen Equipment (DSE) Assessments.</p> <p>Arrange for the provision of any appropriate equipment needed by the employee to ensure they can work securely, effectively and safely when working agilely.</p> <p>Periodically review agile working arrangements for employees within their area of responsibility, in line with the policy and guidance.</p> <p>Review and ensure employees key deliverables are being achieved.</p> <p>There is no one size fits all approach that can be applied across the Trust. It is essential that managers and employees enter into the spirit of agile working within the constraints of normal service provision.</p> <p>It must be remembered that the final decision on agile working will be based on the impact it has on the service. So although all employees have access to agile working the outcome for each individual may not be the same.</p>
<p>Health and Safety/ Local Security Management Team</p>	<p>The health and safety team have responsibility for delivering the organisations health and safety plan and will:-</p> <ul style="list-style-type: none"> Provide advice and support to managers to enable them to maintain a safe working environment Deliver the health and safety training programme Monitor the implementation of this policy

Human Resources	<ul style="list-style-type: none">• The HR Service is responsible for providing advice and guidance to employees and managers in relation to this policy and its procedural guidelines.• To advise on the impact of the Equality Act 2010, including in relation to reasonable adjustments for staff with long term conditions/disabilities. Liaise with the Occupational Health department as appropriate.
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11.3 Appendix 3 – Risk Assessment Checklist

This checklist has been designed to assist managers and remote workers to identify hazards associated with remote working activities. It should be completed if the need for remote working is being considered.

Site base /		Ward/Department Base Name
Job title of persons completing the checklist 1 2 3		Date:
Description of remote working activity:		
People involved or who may be affected by the work activity		
Prompt	Action required or confirm risk management controls that are in place	By whom/when
Will there be more than one person carrying out the work activities at all times?	If the activity will be carried out by one person a lone worker assessment must be carried out. This is available in the Lone Worker Policy.	
How will the remote workers communicate with the base and how frequently		
What time of day will the work activity take place? There may be increased hazards associated with working unsocial hours which need to be considered		

<p>What training/experience/skills/knowledge have the remote workers received and how will they access ongoing training/development</p>		
<p>How will the remote workers keep up to date with developments in the main base</p>		
<p>What arrangements are in place for the remote worker to access welfare facilities/take breaks</p>		
<p>Personal Safety</p>		
<p>Is the remote worker pregnant? If so the pregnant worker assessment in the New and Expectant Mothers Policy must be completed and suitable arrangements be put in place</p>		
<p>Do any of the remote workers have any health conditions/disabilities that need to be taken into account? If so liaise with the Occupational Health team and HR to agree the arrangements that need to be put in place</p>		
<p>Equipment</p>		
<p>It is important that any work equipment that is used by the remote worker is managed appropriately to ensure its integrity and safety to include:-</p> <ul style="list-style-type: none"> • How the equipment will be serviced and tested 		

<ul style="list-style-type: none"> How the equipment will be transported (remember sensitive clinical equipment may be damaged during transportation) 		
Where will the equipment be used/stored when not in use?		
What security measures are in place for both when the equipment is in use and not in use?		
How will the security of information stored on ICT equipment be maintained? =		

Environment		
If the remote worker will be using any form of display screen equipment. Risk assessments must be completed for the workstations that will be used at each remote working location. This will include the remote workers home location if it has been authorised as an approved work area	Display screen equipment/workstation assessments for each working location must be completed. Please refer to the Display Screen Equipment Policy for guidance	
Additional considerations		
Does the remote working involve providing a service for patients in non-healthcare environments? For example screening services from mobile units.		

11.4 Appendix 4 – Confidentiality

When working in an agile manner the below should be considered:

- If working whilst other family members are at home please ensure you work in a separate room so conversations cannot be overheard
- Ensuring windows are closed if conversations could be heard by people outside of your home.
- Ensuring your computer/laptop is always locked when you walk away, just as would be expected onsite.
- **Printing:** Currently printing is enabled but restricted to only print on Trust premise printers.
- You must not take patient identifiable information or patient case notes home unless approved by Digital Health Records Manager or Caldicott Guardian.
- Confidential or commercially sensitive information in paper form should be stored securely and out of site while being transported from your work place to your home.
- It is not advised that any physical Trust record is taken offsite. However while at home you have personal responsibility to ensure the records are kept secure and confidential and should not be left anywhere that could result in a breach of confidentiality. This means that other members of your family and/or your friends/colleagues must not be able to see the content or outside folder of the records or any electronic information.
- If you take home computer records it must be on a Trust approved USB stick and you must ensure all of the above apply. In addition you must ensure that you only access the information via the USB stick and do not make copies on your home computer.
- The Trust provides the remote desktop system to allow staff to remotely view and use the information and systems they would do on site. Any staff working remotely, or from home are recommended to use this system as it is the most secure and appropriate means of working from home and requires no physical transfer of information.
- Personal email addresses should not be used to send personal identifiable or commercially sensitive information to yourself in order to facilitate agile working.
- All computers must be encrypted and password protected and under no circumstances should any other person be allowed to access this equipment if provided by the Trust.

Please Note: - you can access your Trust email account securely when off site. If you have a NHS mail account you can also access this from outside the Trust.

Failure by staff to observe and maintain all Trust Information Governance policies and information as below, may result in their agile working being withdrawn.

If you have concerns around potential breaches in confidentiality that may occur whilst working in this manner please raise this with your line manager so it can be reviewed and addressed.

11.5 Appendix 5 - Video calling platforms used within the Trust



Attend Anywhere is the trust approved platform for clinical based video calls between service providers and service users for patient care purposes.

You will need an account to access the platform and access granting to an available suitable waiting area in order to speak to patients, including inviting their relatives or additional clinicians or translator etc.

Please contact the IT service desk to request access via the contact details below. Other platforms such as Skype, WhatsApp, and FaceTime are not to be used for patient contact.



Microsoft Teams is to be used by trust employees for staff meetings and collaboration with other working professionals only. Teams can be used to discuss patient care in an MDT setting for example, but should not be used to talk to patients directly. To request an account please contact for IT Service desk.

Further guidance on using Teams can be located on the intranet also: http://intranet/intranet_new/54/it.html

Please contact the IT Service desk for any further advice on using these or any other platforms if you are unsure.

11.6 Appendix 6 – Confirmation of Agile Working Request Template

Name

Address 1

Address 2

Address 3

City Postcode

Date

Re: Agile working request

Further to your agile working request, I am pleased to confirm that your request has been granted and the following arrangements will apply with effect from **(date)**: -

Hours of agile working: _____ per week (excludes unpaid breaks)

Days of agile working:

We have agreed your reporting and specific working arrangements whilst you work at home and you have completed the Health, Safety & Security Self-Assessment – a copy of which is retained on your personnel file. Your terms and conditions of employment remain unaffected by this temporary change to your working arrangements. Should you have any questions or concerns please do contact me.

Whilst I am pleased to be able to confirm the above, I must highlight that there may be circumstances where you may be asked to alter your agile working pattern as a result of service needs, such as in times of staff shortage. It is expected that such requests will be few and that sufficient notice will be given, but this flexibility may be called upon to ensure the delivery of our service.

Please sign the copy of this letter and return it to me, to confirm acceptance of the revised working arrangements and the terms stated above.

If you have any queries regarding this letter please do not hesitate to contact me.

Yours sincerely

Name

Job Title

Contact Number